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**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD ***

A G E N D A

March 1, 1995

6:00-9:00 PM

San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

The Governing Board will acknowledge its transition from the San Francisco Medi-Cal Managed Care Local Initiative to the San Francisco Health Authority during an extended dinner/social period from 6:00 to 6:30.

- 6:30 I. Approval of Agenda**
Approval of Minutes from 2/15/95
- 6:40 II. Formal Seating of the Governing Board**
Oath of Office Administered
- 6:45 III. ByLaws: Final Review and Adoption**
Action: Approve Bylaws
- 7:00 IV. Election of Officers**
*Action: Nomination and Election of the Chairperson,
Vice-Chairperson, and Secretary/Treasurer*
- 7:15 V. Drawing of Lots to Assign Terms of Governing Board Members**
Action: Draw Lots to Determine Two-Year and Three-Year Terms
- 7:30 VI. Provider Network Development**
Action: Approve Recommendation of Provider Network Sub-Committee
- 8:30 VII. Search Committee Report**
Report on Closed Session Meeting of February 15, 1995
Report on Meeting of March 1, 1995
- 8:45 VIII. Health Net Update**
- 9:00 IX. Updates and Reports**
° **DHS Update**
- 9:15 X. Public Comment**

* (formerly the San Francisco Medi-Cal Managed Care Local Initiative Steering Committee)

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PROPOSED PROVIDER NETWORK DEVELOPMENT TIMELINE

DATE	ACTIVITY
2/1/95	Local Initiative Steering Committee: Approve Provider Development Process, Which Includes The Selection of a Provider Network Sub-Committee
2/13/95	Provider Network Sub-Committee: Discuss Provider Application and Criteria
2/15/95	Local Initiative Steering Committee: Review/Approve Provider Network Sub-Committee Recommendations
2/16/95	Letters of Inquiry Mailed
2/24/95	Letters of Interest Due
2/27/95	Provider Network Sub-Committee: Provider Application and Criteria Review, Letters of Interest Review
3/1/95	Local Initiative Steering Committee Meeting: Review and Approve Provider Application
3/6/95	Provider Network Sub-Committee Meets
3/8/95	Local Initiative Mailing of Provider Application to Interested Providers Who Have Submitted a Letter Of Interest
3/13/95	Provider Network Sub-Committee Meets
3/20/95	Interested Providers Meeting Held
5/1/95	Provider Applications Due
5/8/95	Provider Sub-Committee Review Application Scoring and Approves Recommendation Regarding Qualified Providers
5/17/95	Steering Committee Approves Recommendation Regarding Qualified Providers

February 20, 1995

H18

#2

3/1/95

San Francisco Health Authority Governing Board
Minutes of the Meeting of March 1, 1995

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Chairs: Sandra Hernandez, David Soffa

Present: Judith Bell, Ed Chow, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Jeff Jue, Susan Leal, Tony Leone, Judith Mates, Josie Mooney, Kate O'Malley, David Soffa, Sophie Wong, Jim Wunderman

Not Present: Bill Kerr, Charles Range

I. Minutes and Agenda

Action: The agenda and the minutes from the meeting of 2.15.95 were unanimously approved.

II. Administration of the Oath of Office

Action: Notary Mark Macatee of the law firm of Farella, Braun, and Martel administered the Oath of Office to the Governing Board of the San Francisco Health Authority, formerly the Steering Committee of the San Francisco Medi-Cal Managed Care Local Initiative.

III. Approval of the Bylaws

Action: The Governing Board unanimously approved the Bylaws of the San Francisco Health Authority.

IV. Election of Officers

Action: The Governing Board nominated and then unanimously elected the following officers: Chair, Sandra Hernandez; Vice-Chair, David Soffa; Secretary/Treasurer, Jack Fries.

V. Drawing of Lots to Determine Terms

Action: Lynn Altizer explained that lots needed to be drawn in order to determine which Board members were two-year members and which were three-year members. The following lots were drawn: Bell (2), O'Malley (3), Heard (2), Wong (3), Mates (3), Leone (3), Range (2), Cordova (2), Soffa (2), Fields (2), Fries (2), Mooney (3), Harlan (3).

VI. Provider Network Development Subcommittee Report

Discussion: Janie Tyre reviewed the responses contained in the letters of interest received from clinics, hospitals, and physician groups. Drs Chow and Hernandez stressed the need to make additional efforts to identify and contact any provider organizations not yet contacted. Ms Tyre agreed to make such efforts, and noted that there will be an open provider meeting on March 20.

Ms Tyre also noted that two additional Provider Network Development Subcommittee meetings will be held on March 6 and March 13, and the provider application will be mailed March 8 with a due date of May 1. Mr Fries and others argued that it was critical to the perceived fairness of the process to immediately begin focusing on the criteria and weighting system that will be used to evaluate the applications.

It was the consensus of the Board that such criteria must be made clear to the applicants prior to the application due date. Supervisor Leal suggested that criteria be discussed at the March 20 meeting.

Action: The Board unanimously approved the recommendation of the Provider Network Development Subcommittee.

VII. Search Committee Report

Discussion: Ms Bell reported that the Search Committee had begun to examine the supporting materials for the initial Executive Director candidates presented by Korn Ferry. Dr Hernandez and Mr Fries said that the list of candidates had been narrowed down to six, and that all were impressive candidates with direct managed care experience.

VIII. Health Net Negotiations Update

Discussion: Ms Tyre reported that negotiations had been going well and that she is to meet next with Health Net representatives on Friday, March 6 to discuss the operational development of the Initiative.

IX. Other Updates and Reports

A. DHS Update

Discussion: Tangerine Brigham of the DPH reported that there was a meeting with representatives of the Local Initiative, DPH, DSS, and Health Choice, Inc. to discuss the scheduled April 1 implementation of the Health Care Options program. Ms Brigham also said that the State's projected capitation rates were due to be released on March 2. She noted that there was a newly-released addendum to the State's bidder's conference. Finally, she said that the due date for the RFA responses was postponed three weeks.

B. Program Committee Report

Discussion: Kate O'Malley reported that the Program Committee had met and that the proposal to restructure the Committee had been reviewed by the current Committee.

C. Congratulations to Jeff Jue

Discussion: Dr Hernandez said that Jeff Jue had resigned his position on the Board to accept another job and thanked him for his participation. The Board offered Mr Jue congratulations and best wishes and a round of applause.

X. Public Comment

Discussion: There was none and the meeting was adjourned.



Jack Fries, Secretary/Treasurer

15/95
**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD ***

A G E N D A

~~March 15, 1995~~

6:00-9:00 PM

San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

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- 6:00 I. Approval of Agenda
Approval of Minutes from 3/1/95
- 6:15 II. Appointment of the Beneficiary Advisory Committee
Action: Approve Beneficiary Advisory Committee Members
- 6:30 III. Beneficiary Advisory Committee Bill of Rights Update
- 7:00 IV. Health Net Update
- 7:15 V. Search Committee Report
- 7:30 VI. Provider Network Development
Action: Approve Provider Network Sub-Committee Recommendation
- 8:15 VII. Updates and Reports
° DHS Update
- 8:30 VIII. Public Comment

* (formerly the San Francisco Medi-Cal Managed Care Local Initiative Steering Committee)

*All meetings are open to the public and are wheelchair accessible.
Call 775-7515 to receive information about the items on this agenda.*

SP
H18
#2

3/15/95

San Francisco Health Authority Governing Board

Minutes of the Meeting of March 15, 1995

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Jeff Jue, Susan Leal, Tony Leone, Judith Mates, Kate O'Malley, David Soffa, Sophie Wong

Not Present: Bill Kerr, Josie Mooney, Charles Range, Jim Wunderman

I. Minutes and Agenda

Action: The agenda and the minutes from the meeting of 3.1.95 were unanimously approved.

II. Provider Network Development

Discussion: Dr Hernandez had the Governing Board examine several handouts prepared in conjunction with the Provider Network Development Subcommittee. She and Dr Soffa reviewed the Subcommittee's discussions about the assumptions and structure of the network. The Board also considered the recommended strategy and proposed criteria for contracting with various providers--hospitals, IPAs, clinics, and unaffiliated physicians.

There was considerable discussion of the expenditures criteria to be used in contracting with traditional physician Medi-Cal providers. Some Board members felt that the use of revenues received from Medi-Cal billing was not a fair or accurate measure of work with the target population and might prove to be too exclusive. Others urged the inclusion of language designed to assure unaffiliated physicians that the dollar cut-off points are simply guides set to protect the providers with the largest volume of patients but are not absolute exclusion points.

Drs Soffa and Mates said that the San Francisco Medical Society may set up a Physician Work Group to address and further study the impact of the network development on various segments of the physician universe in San Francisco. Dr Hernandez noted that she shared the Board's concerns about protecting individual physicians and continuity of care, and said that many of these issues can be addressed more clearly during contract negotiations with provider organizations. Dr Chow suggested that clinics contracting with the Initiative might be willing to accept additional unaffiliated providers given FQHC reimbursement levels.

Ms Wong voiced concern that limiting the number of network hospitals to four would unacceptably limit patient choice. Mr Fries spoke strongly in favor of the recommendation to limit the number of hospitals to four given the data analysis the Subcommittee had reviewed, related to preservation of DSH days. The consensus of the Board was that four is the target number which makes the most sense in terms of guaranteeing quality access to care and protecting the Disproportionate Share Hospital funding.

Dr Hernandez also asked the Board to consider whether or not to allow hospitals to subcontract with other hospitals. Mr Cordova and others spoke in favor of the idea, saying that it would increase choice for both the patient and the provider.

There was also a lengthy discussion of whether or not to allow physicians to admit to multiple hospitals and/or contract with multiple IPAs. The consensus of the Board was that such an arrangement might afford beneficiaries and physicians more choice. There was a consensus that IPAs will be allowed to contract with only one plan hospital.

Dr Hernandez called for any public comment on the issue of the provider network. San Francisco resident Susan Maerki voiced concern about allowing multiple hospital and/or IPA affiliations for network physicians--she said such a scenario would encourage month-to-month patient disenrollment and entrance into the mainstream commercial plan. UCSF representative Todd Thoma also spoke against multiple IPA/hospital affiliations, saying it would adversely affect hospital risk pools and compromise financing arrangements. Gladys Sandlin of Mission Neighborhood Health Center spoke in favor of the idea of allowing hospital/clinic subcontracting to increase choice.

Finally, Dr Hernandez noted that Janie Tyre is beginning to put together a Provider Application Review Committee comprised of non-interested parties, and noted the names of those Board members targeted for participation.

III. Beneficiary Advisory Committee Report

Discussion: Staffperson Lynn Altizer explained that the newly installed Governing Board needs to reapprove the Beneficiary Advisory Committee members as well as the advocate members of that committee. She also presented the resumes of two new advocate representatives who had been recently accepted for membership to the BAC. The Board wanted more time to examine the new advocate nominees, but chose to approve all of the current beneficiaries and advocates. Dr Hernandez noted the lack of diversity on the committee, saying that efforts must be made to recruit more Asians and Hispanics.

Action: The Board unanimously approved the current Beneficiary Advisory Committee roster list.

IV. Beneficiary Bill of Rights

Discussion: Ms Altizer reported that legal counsel had examined the proposed Beneficiary Bill of Rights and had several serious legal and economic concerns with the document. The Bill of Rights Work Group met and decided that an in-depth analysis of the document was needed. Another meeting of the Work Group is scheduled for March 22.

V. Health Net Update

Discussion: Ms Altizer asked the Board to review the update and proposed timeline of Health Net tasks related to the Initiative.

VI. Search Committee Report

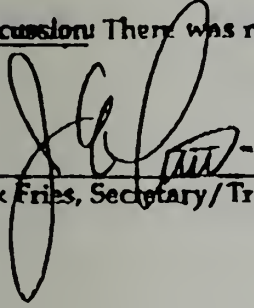
Discussion: Dr Hernandez reported that the Committee had met again and that three candidates for the position of Executive Director had already been interviewed. Three more are due to be interviewed next week, she said. Ms O'Malley also noted that there were 140 applicants for the position and that the finalists are all excellent.

VII. DHS Report

Discussion: Tangerine Brigham of the DPH reviewed a press release which had been sent out to local media announcing the seating of the Governing Board. She also reported that the State DHS had again extended the deadline for release of the RFA to April 17. Ms Brigham also noted that the State's capitation rates had been released and they are quite low. Dr Hernandez echoed this sentiment, saying that San Francisco had been hit particularly hard. Ms Brigham also announced that a Health Care Options meeting was to be held on March 16. Several members of the Board expressed concerns about HCO implementation, especially regarding the default mechanism and asked that an HCO discussion item be added to the April 5 Governing Board agenda.

VIII. Public Comment

Discussion: There was none and the meeting was adjourned.



Jack Fries, Secretary/Treasurer

3/22/95

95
SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD *

AGENDA

April 5, 1995 6:00-9:00 PM
San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

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APR 5 1995

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- 6:00 I. Approval of Agenda
Approval of Minutes from 3/15/95
- 6:15 II. Provider Network Development
*Action: Approve Recommendation of Provider Network
Sub-Committee*
- 7:15 III. Finance Committee Report
° Capitation Rates and Revised Revenue Projections
° SFHA Insurance
- 7:30 IV. HCO Discussion and Presentation
Presentation: Jeanne Finburg, Consumers Union
- 8:00 V. Search Committee Update
- 8:15 VI. Plan Name
- 8:30 VII. Update and Reports
° Health Net - Plan Development and Contract Negotiation
° DHS/Health Net Tuesday Meeting
° DHS - 13 County Meeting
° Other
- 8:45 VIII. Public Comment, Adjournment

* (formerly the San Francisco Medi-Cal Managed Care Local Initiative Steering Committee)

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4/5/95

San Francisco Health Authority Governing Board

Minutes of the Meeting of April 5, 1995

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Bill Kerr, Tony Leone, Judith Mates, Josie Mooney, Kate O'Malley, Nancy Presson, Charles Range, David Soffa, Jim Wunderman

Not Present: Richard Cordova, Susan Leal, Sophie Wong

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I. Minutes and Agenda

Action: The agenda and the minutes from the meeting of 3.15.95 were unanimously approved.

II. Provider Network Development

Discussion: Janie Tyre had the Governing Board review the draft provider network process and criteria document. The document was the recommendation of the Provider Network Development Subcommittee, and there were few objections or changes from the Governing Board.

Ms Tyre explained that the process for the development of the provider network will have the Governing Board approve participation standards based on three sets of criteria/standards which would be based largely on the Local Initiative Guiding Principles as well as State directives and intent. Staff will review the provider applications and propose a network based on the Governing Board's criteria and intent. The Governing Board will then approve the proposed network, and all contracts must be finally approved by the Governing Board.

The criteria for selection of the provider network will be based on three sets of standards: Detailed Design Application compliance and ensuring access, preservation of DSH hospital funding, and workability within a capitated managed care system. The document detailed specific criteria within each of the three standards which would be used in the provider application evaluation process.

The document also allows for ongoing evaluation of the network by the staff, and the Governing Board if changes are recommended, to ensure access and efficiency. The Governing Board decided that the criteria would be approved as written, but allowed for changes to the network if such changes were deemed necessary. Also included in the document is an appendix which outlines the criteria, terms and conditions regarding contracting with unaffiliated traditional providers.

Ms Bell spoke to the difficulties the Governing Board will face in the delicate balancing of access and capitation, and Ms O'Malley said that review of the network on a periodic basis will be wise given the complexity of designing a cost-effective yet caring network. Betty Pollack, Executive Director of the San Francisco Medical Society, also voiced concerns about the network being too limited to allow adequate patient access. Mr Fries responded saying that the Provider Network Development Subcommittee had been careful to set participation standards so as to ensure access to the providers who currently receive more than 80% of the Medi-Cal payments.

Action: The Governing Board unanimously approved the recommendation of the Provider Network Development Subcommittee.

III. Finance Committee Report

Discussion: Ms Tyre had the Governing Board examine the Finance Cmte report, which outlined insurance needs as well as the financial projections given the new capitation rates from the State.

Dr Hernandez and others noted the flawed and potentially disastrous nature of the capitation rates, saying they were not based on realistic actuarial data. Ms Tyre also noted that the State had thus far inexplicably not provided a separate capitation rate for AIDS patients. Even more alarming to the Governing Board was Dr Hernandez's mention of the State's plan to fold some portion of local FQHC clinic reimbursements into the capitation rates.

Mr Kerr suggested the Health Authority might alert providers to such problematic issues now, in order to "lessen the shock a bit." Dr Hernandez agreed, and asked Ms Tyre to include capitation rates with the mailing of provider network criteria/standards to the providers. Ms Tyre agreed to do this.

IV. HCO Report

Discussion: Tangerine Brigham of the DPH distributed a handout which explained the Health Care Options plan which will allow Medi-Cal beneficiaries to pick which plan they wish to enroll in. Ms Brigham noted that the State had not implemented the plan on April 1, as planned, but that the final HCO materials should be available shortly.

V. Search Cmte Report

Discussion: Mr Fries reported that the Cmte had narrowed the candidates to the two final candidates, who were both excellent. Mr Fries said that if after the final interviews a clear choice was obvious to the Cmte, they would recommend that person to the Governing Board for approval. If the candidates were even somewhat equal, both persons would be submitted to the Governing Board for consideration and a final decision.

VI. Plan Name

Discussion: Ms Tyre distributed a list of possible names for the health plan, and asked the Governing Board to vote for those they liked best and fax the responses to her. Ms Bell asked the Governing Board to allow for Beneficiary Advisory Cmte feedback on the name, and the Board unanimously agreed to this. Ms Brigham noted that the Board might wish to name the plan something beginning with the letter "A," as the HCO booklet will lists health plan options alphabetically. Health Net is also working on possible plan names to be considered.

VII. Updates

A. Health Net

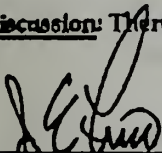
Discussion: Ms Tyre had the Board examine a memo from Crystal Haughey at Health Net, which detailed their recent activity with regard to the Local Initiative. She also distributed an organizational chart for Health Net's work on the plan, including the names of key contacts and their responsibilities. Ms Tyre also reported that Blue Cross is indeed pursuing a takeover of Health Net, but that it has not been finalized, and the impact on the Local Initiative is not altogether clear yet.

B. DHS

Discussion: Ms Tyre reported that the 13 county meeting went well. She said there were new people working at the State and at health Net and that it was good to meet them in person. Ms Brigham said that the capitation rates and the FQHC reimbursement issue had caused an uproar amongst the 13 counties, and that they would try to fight the current version of the rates.

VIII. Public Comment

Discussion: There was none and the meeting was adjourned.



Jack Fries, Secretary/Treasurer

**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD ***

A G E N D A

April 19, 1995

6:00-9:00 PM

San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

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6:00 I. Approval of Agenda
Approval of Minutes from 4/5/95

6:15 II. Provider Network Development

Action: Approve Recommendation of Provide Network Sub-Committee

7:00 III. Health Net Update and Discussion

Michael Close, Vice-President, Government Programs

7:30 IV. Plan Name Selection

7:45 V. Beneficiary Advisory Committee Membership
Update and Appointment

Action: Appointment of Beneficiary Advisory Committee Member

8:00 VI. Search Committee Report

8:15 VII. Updates and Reports

8:30 VIII. Public Comment, Adjournment

* (formerly the San Francisco Medi-Cal Managed Care Local Initiative Steering Committee)

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H18
#2
4/19/95

San Francisco Health Authority Governing Board Minutes of the April 19, 1995 Meeting

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Susan Leal, Tony Leone, Judith Mates, Josie Mooney, Kate O'Malley, Nancy Presson, Charles Range, David Soffa, Sophie Wong, Jim Wunderman

Not Present: Judith Bell, Ed Chow, Bill Kerr

I. Minutes and Agenda

Discussion/Action: The agenda was reviewed. The minutes from the meeting of 4.5.95 were approved.

II. Health Net Update

Discussion: Janie Tyre introduced Michael Close, Vice-President of Government Programs at Health Net. Mr. Close said he was happy to have come and had an opportunity to meet many of the Governing Board, and to re-emphasize Health Net's strong commitment to a successful San Francisco Local Initiative.

Mr. Close explained that there have been some recent personnel changes at Health Net and that Health Net is in the process of finalizing a merger with Wellpoint. He said that he was personally responsible for the San Francisco Local Initiative and that his short-term focus will be to maintain continuity and momentum in contract negotiations and the pressing initial work to operationalize the plan.

Mr. Close then introduced Bill Hernandez and Crystal Haughey of Health Net, explaining that Mr. Hernandez and Ms. Haughey, along with Ellen Kaufman and attorney Lyle Swallow, will be working intensely on the San Francisco Local Initiative. Mr. Close further pledged that expediting the completion of the contract, along with operational implementation, will be the work group's priority.

Dr. Hernandez thanked Mr. Close for his comments.

III. Provider Network Development

Discussion/Action: Ms. Tyre asked the Governing Board to examine closely the distributed recommendation document of the Provider Network Development Subcommittee. She explained that the State requires the Local Initiative to define the terms "safety net provider" and "traditional provider" as they apply to hospitals and clinics. This is in addition to the definitions already approved by the Governing Board as applied to individual physician providers. Ms. Tyre further cautioned that the required definitions will not define network eligibility or necessarily exclude any providers, rather, they are needed because the State requires the Local Initiative to contract with a substantial number of such designated providers.

Mr. Fries and others from the Provider Network Development Subcommittee agreed, saying that a very broad definition of safety net and traditional provider would leave the Governing Board with less flexibility to sensitively and responsibly shape the final makeup of the network because it would require the Initiative to contract with many more specific providers.

The Governing Board reviewed and then unanimously approved the document's proposed definition of traditional hospital provider.

Dr. Keith Marton of St. Mary's strongly urged the Governing Board to continually re-evaluate the makeup of the network in order to meet patient needs.

There was considerable discussion of the definition of safety net hospital provider. Mr. Fries and others felt that the definition was too narrow and not realistic, allowing only SFGH such a designation. Other Board members felt that this was an accurate reflection of the true safety net services provided by SFGH. The argument that a narrow definition would allow the Board more flexibility in constructing the network was advanced again here by Dr. Soffa and others.

An alternate definition of safety net hospital provider was also offered in the document, and was discussed, but was rejected in favor of the first definition. The Board then approved the document's proposed definition of safety net hospital provider; there were 2 votes in opposition, 1 abstention.

The Board then considered the definition of traditional provider as it applies to clinics. Ms. Tyre explained that all of the clinics by the Committee's proposed definition qualify as safety net providers.

Dr. Marton spoke out against the proposed definition's use of the term "licensed clinics." He argued that there are many non-licensed clinics serving a considerable patient base and that the language would be too restrictive on access. The consensus of the Board, however, was to include only licensed private, community, government, or non-profit clinics in the definition of safety net clinic providers.

The Governing Board unanimously approved the document's recommended definitions of traditional and safety net clinics.

IV. Plan Name

Discussion: Ms. Tyre again asked the Board to consider names for the plan. A list including some additional Health Net suggestions was distributed. Cynthia Williams of the Health Authority will be coordinating the vote tally.

V. Beneficiary Advisory Committee Membership

Discussion/Action: Lynn Altizer of the Health Authority asked the Board to consider the recommendation of the Beneficiary Advisory Committee, which asked that Catherine Teare be appointed to the Committee as an advocate member.

The Governing Board unanimously approved Catherine Teare as a Beneficiary Advisory Committee member.

VI. Search Committee Update

Discussion: Dr. Hernandez said that the Search Committee was quite close to making a recommendation of an Executive Director to the Governing Board. Mr. Fries said the Committee felt that both finalists were excellent.

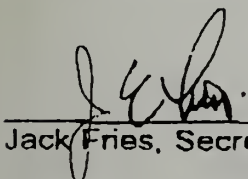
VII. Other Updates

Discussion: Tangerine Brigham of the DPH reported that the 13 counties were currently reviewing the much-maligned State DHS proposed capitation rates, and were planning strategies to resist them as currently written. Ms. Brigham also noted that there are now at least 3 applicants for the commercial plan in San Francisco.

Ms. Tyre also noted that a meeting is being planned by Health Net and the Health Authority with Joe Kelly from DHS regarding the San Francisco Local Initiative.

VIII. Public Comment, Adjournment

Discussion/Action: There was none, and the meeting was adjourned.



Jack Fries, Secretary/Treasurer

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H18

#1

5/17/95

Revised

**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD**

A G E N D A (r e v i s e d)

May 17, 1995

6:30-9:15 PM

San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

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MAR 27 1996

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OPEN SESSION 6:30 — 7:30 PM

- 6:30 I. Approval of Agenda
Approval of Minutes from 4/19/95
- 6:45 II. Beneficiary Advisory Committee Recommendations
- Action: *Approve Recommendations*
- 7:10 III. Updates and Reports
- Detailed Design Application (DDA)
 - Health Net Contract
 - Provider Applications
 - Other
- 7:30 IV. Public Comment, Adjournment

CLOSED SESSION 7:40 — 9:00 PM

- 7:40 I. Personnel Action: Consideration of personnel appointments for the positions of Executive Director, and Director of Business Development of the San Francisco Health Authority.

OPEN SESSION 9:05 — 9:15 PM

- 9:05 I. Report on Closed Session
- 9:15 II. Public Comment, Adjournment

H18
#2
5/17/95

San Francisco Health Authority Governing Board Minutes of the May 17, 1995 Meeting

DOCUMENTS DEPT.

MAR 27 1996

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Richard Cordova, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Judith Mates, Kate O'Malley, Nancy Presson, Charles Range, David Soffa

Not Present: Steve Fields, Bill Kerr, Susan Leal, Tony Leone, Josie Mooney, Sophie Wong, Jim Wunderman

Note: This meeting consisted of an open session, a closed session to decide personnel issues, and then another open session.

Open Session

I. Minutes and Agenda

Discussion/Action: The agenda was reviewed, and the minutes from the May 19 meeting were unanimously approved.

II. Beneficiary Advisory Committee Report

Discussion: Lynn Altizer presented the Beneficiary Advisory Committee Report which urged the Governing Board to look at the possibility of the Health Authority developing a private 501.c3 fundraising arm to fund additional beneficiary services. The Report also asked the Governing Board to hold off on approving any Health Net contract until the BAC Bill or Rights and Responsibilities is reviewed by the Governing Board.

Some Governing Board members questioned whether significant funds could be raised with limited staffing. Others suggested pursuing the fundraising idea, but sometime later in the process. The general consensus was that SFHA legal counsel Eric Gold should be consulted with regard to the fundraising issue, and that the Governing Board fully intends to review the completed BAC document and seriously and carefully consider its recommendations.

III. Updates

Discussion: Janie Tyre reported that the State DHS Detailed Design Application would be mailed to counties within the week.

Ms Tyre also said that Eric Gold continues to work on the language of the Health Net affiliation contract. She also noted that the staff provider network recommendation would be presented to the Governing Board at the June 7 meeting. She said that the current Health Net workplan calls for initial contracting with hospitals to begin on June 8; it is planned that contracts with IPAs and clinics will be negotiated after the hospitals in the network have been contracted.

IV. Public Comment, Adjournment

Discussion/Action: There was none, and the initial open session of the meeting was adjourned.

Second Open Session

I. Report on Closed Session

Discussion: Dr Hernandez reported that the Governing Board of the San Francisco Health Authority had unanimously approved the hiring of Shahnaz Nikpay as Chief Executive Officer. Ms Nikpay is due to start as CEO at the SFHA on June 19.

Dr Hernandez also reported that the Governing Board unanimously approved the hiring of Janie Tyre as Director of Business Development and Planning, effective June 19. Ms Tyre is guaranteed her current salary for 90 days after June 19.

II. Public Comment, Adjournment

Discussion/Action: There was none, and the meeting was adjourned.



Jack Fries, Secretary/Treasurer

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**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD**

A G E N D A

Wednesday, June 7, 1995

6:00 - 9:00 p.m.

San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

- 6:00 I. Approval of Agenda
Approval of Minutes from 5/17/95
- 6:15 II. Finance Committee Report
- Action: Approve Insurance Recommendation*
- 6:30 III. Review and Selection of the Provider Network
- Action: Approve Provider Network*
- 8:00 IV. Beneficiary Advisory Committee Recommendations
- Action: Approve Recommendations*
- 8:15 V. Discussion of Plan Logo
- 8:30 VI. Updates and Reports
- Detailed Design Application (DDA)
 - Health Net Contract
 - Other
- 8:45 IV. Public Comment, Adjournment

* (formerly the San Francisco Medi-Cal Managed Care Local Initiative Steering Committee)

All meetings are open to the public and are wheelchair accessible. Call 775-7515 to receive information about the items on this agenda.

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San Francisco Health Authority Governing Board

Minutes of the June 7, 1995 Meeting

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Bill Kerr, Susan Leal, Tony Leone, Judith Mates, Kate O'Malley, Nancy Presson, Charles Range, David Soffa

Not Present: Richard Cordova, Steve Fields, Josie Mooney, Sophie Wong, Jim Wunderman

I. Minutes and Agenda

Discussion/Action: The agenda was reviewed, and the minutes from the May 17 meeting were unanimously approved.

II. Finance Committee

Discussion/Action: Lynn Altizer presented a report and staff recommendation concerning Directors and Officers and Professional Liability insurance coverage for the Governing Board. Two policies, Lexington and Steadfast, were offered for side-by-side comparison and the Board also examined policy coverage limits. Ms Altizer explained that the itemized bids each included a provision for anti-trust coverage.

The staff recommended Lexington's plan, and after discussion, the Governing Board unanimously approved such coverage (pending further investigation of less costly arrangements through the City and County or through Health Net) retroactive to March 1, 1995, specifying \$2 Million in Directors and Officers coverage, and \$1 Million in Professional Liability coverage.

III. Provider Network

Discussion/Action: Janie Tyre presented the Health Authority provider network for the approval of the Governing Board. She began by reviewing the network development process, and noted the input that was provided by both the Governing Board and the Provider Network Development Subcommittee. Ms Tyre also reviewed the rationale of developing the network in relation to the existing safety net and traditional providers and to providing access for the Medi-Cal beneficiaries. She then reviewed the three sets of participation criteria that governed the selection of providers: DDA compliance (including access), protection of DSH funding, and the workability of a capitated managed care system.

Ms Tyre then reviewed the application evaluation process that was used, including the scoring system. Ms Tyre also noted that the network will be reviewed on an annual basis, or when new products or new markets are added, to ensure an appropriate balance between access and successful managed care.

The hospitals, medical groups, and clinics selected to participate in negotiations for a contract with the Local Initiative were then identified and outlined.

Mr Fries said that he was seriously concerned that the network would not actually protect DSH funding. He argued that given expected utilization trends data, there will be a decrease in DSH days and therefore funding. Mr Fries said that he believes that the proposed network does not compensate for this expected decrease.

Dr Hernandez and others acknowledged the inevitable decline in utilization, but argued that such trends were independent of the network and that the network was fair and balanced and offered the best chance of meeting the needs of both providers and beneficiaries. Supervisor Leal also said that the balance between access and managed care principles seemed to have been correctly struck, and this was the general consensus of the Governing Board. Mr Fries then moved that the provider network be approved as presented.

The Governing Board unanimously approved the provider network recommendation. There was one abstention (Mr Harlan).

IV. Beneficiary Advisory Committee

Discussion/Action: Ms Altizer presented two recommendations from the Beneficiary Advisory Committee for the Governing Board to consider. The Governing Board was asked to approve the exploration of the formation of a non-profit fundraising arm to fund needed supplemental programs for Medi-Cal beneficiaries. Ms Altizer explained that the recommendation estimates \$2000 in start-up and legal costs. The Governing Board then unanimously approved the fundraising development recommendation.

The Governing Board was also asked to approve a recommendation to take no action on the adoption of any member rights and responsibilities document in relation to the Local Initiative until the Beneficiary Advisory Committee's Bill of Rights and Responsibilities is reviewed by the Governing Board. The Governing Board unanimously approved the recommendation.

Tony Leone also announced that he will be resigning as the BAC representative to the Governing Board. Dr Hernandez thanked Mr Leone for his participation and the Governing Board offered an appreciative round of applause.

V. Logo

Discussion: Crystal Haughey from Health Net presented the results of the BAC focus group meeting on the plan logo. She said that Health Net artists would now try to incorporate the helpful ideas from the BAC, and that any additional logo ideas from the Governing Board would be more than welcome.

VI. Updates

Discussion: Dr Hernandez then formally introduced Shahnaz Nikpay, the new Chief Executive Officer for the Health Authority. Ms Nikpay thanked everyone for their support and warm welcomes, and then reported on the recent meeting at HCFA regarding the highly contentious issue of the DHS-proposed rates. Ms Nikpay said the most heated and common complaints about the rates (flawed methodology, illogical county allocations) were plainly aired. She also said she had some serious concerns about the October, 1995 expiration of the current Health Care Options waiver. Ms Nikpay finally noted that the State has yet to submit the crucial 2-Plan waiver to HCFA for approval.

Bill Hernandez and Ms Haughey of Health Net then provided a brief update on the Health Net Work Plan and contracting issues. Mr Hernandez said that the rates are still being developed, and that they were "quite sobering."

Several Governing Board members asked if a process for provider feedback about the proposed rates was being developed, and Ms Haughey said the issue was being looked at closely. She also said the main focus of Health Net's work at this point would be on contracting with the providers and securing DHS approval of the Plan's application. The targeted operational start date for patient enrollment is November 1, 1995.

II. Public Comment, Adjournment

Discussion/Action: There was none, and the meeting was adjourned.



Jack Frigg, Secretary/Treasurer

**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD**

A G E N D A

July 12, 1995

6:00-9:00 PM

San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

6:00 I. Approval of Agenda and Approval of Minutes from 6/7/95

6:15 II. Chair's Report

6:30 III. CEO's Report

Two Plan Model — Implementation and Timeline

- Waiver Request
- Rate Status
- DDA Review Process
- HCO Implementation
- Other

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Health Net Progress Report

- Contract Negotiations
- DDA Development
- Timeline for Implementation
- Health Net/Blue Cross Issues
- Logo Development/Marketing
- Other

7:00 IV. Beneficiary Advisory Committee

- **Discussion and Approval of Bill of Rights**

Action: Approve Bill of Rights

- **Response to Health Net Logo**

7:20 V. Finance Committee (Part of Report Done in Closed Session)

- **Discussion and Revision of By-laws**

Action: Revise San Francisco Health Authority Fiscal Year

Action: Create San Francisco Health Authority Finance Committee

Action: Establish Composition of Finance Committee

CLOSED SESSION

- 7:35**
- **Discussion and Approval of Rate Proposal**

Action: Approve Rates

8:00 VI. Report of Closed Session

8:10 VII. Public Comment, Adjournment

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**San Francisco Health Authority Governing Board
Minutes of the July 12, 1995 Meeting**

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195 **Chair:** Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Richard Cordova, Steve Fields, Stu Heard,
Sandra Hernandez, Bill Kerr, Judith Mates, Josie Mooney, Nancy
Presson, David Soffa, Sophie Wong, Jim Wunderman

Not Present: Jack Fries, Tom Harlan, Susan Leal, Tony Leone, Kate O'Malley,
Charles Range

I. Minutes and Agenda

Discussion/Action: The agenda was reviewed, and the minutes from the June 7 meeting were unanimously approved.

II. Chair's Report

Discussion: Dr Hernandez began by noting that Sandra Stewart would replace Tony Leone as Beneficiary representative on the Governing Board. Dr Hernandez also updated the Board on the 1995-96 City budget which is expected to be approved by the end of July. Finally, Dr Hernandez somberly noted that the State budget process remains fraught with delays, and the Federal budget promises bad news for children's health and AIDS programs.

III. CEO's Report

Discussion: Shahnaz Nikpay provided the Board with updates on several development issues. Dr Nikpay began by reporting on the recent meeting with members of the State DHS regarding the Two-Plan Model. The State has submitted the necessary Two-Plan Model waiver request to HCFA, and it is not at all clear that it will be approved. Beyond the issue of HCFA approval, however, Dr Nikpay said that she had serious concerns about some of the provisions of the waiver request.

Dr Nikpay then reviewed the discussions at a recent meeting with State representatives to discuss proposed State capitation rates and the actuarial methodologies used to set the rates.

Dr Nikpay also reported that the State's revised DDA would be released to the counties soon, but warned of near certain delays in the application process due in large part to new staff, lack of managed care experience, and a slow pace of review. She said that it was likely that only three counties would have their application reviewed by January, 1996-Alameda, Tulare, and Kern counties. Dr Nikpay also said that applications from commercial plans would be considered by DHS for approval before Local Initiative plan applications.

Dr Nikpay then spoke about the recent visit from HCO staff, indicating that 70-80% of Medi-Cal beneficiaries who have attended HCO presentations have thus far chosen the fee-for-service option. She said that exploring the question of why these patients don't choose the managed care Local Initiative plan would be critical to the successful enrollment of patients into the San Francisco Health Plan.

Dr Nikpay then spoke briefly about the State legislation regarding FQHC reimbursement, SB 948. She said that the bill had passed the House Subcommittee, and that she would keep the Board apprised of developments as the bill works its way through the California legislature. She did warn of a pending DHS amendment to the State budget bill which would essentially reverse the FQHC reimbursement guarantees provided by SB 948, by having the Local Initiative plans reimburse FQHCs at interim cost.

Dr Nikpay then provided an update on negotiations between the Health Authority and Health Net, noting that negotiations were ongoing and that a draft contract had been submitted to Health Net lawyers for consideration. Dr Nikpay then explained that the DDA responses provided thus far by Health Net appeared to be inadequate and needed work, and she felt the original September start-up timeline was unrealistic. She also said that issues surrounding the proposed Health Net-Blue Cross merger would not be easily resolved. Dr Nikpay then introduced Bill Mills from Health Net, who spoke about development of the plan's logo. After reviewing the process and the two final logos, the Governing Board unanimously approved the "teal logo."

IV. Beneficiary Advisory Committee

Discussion/Action: Lynn Altizer reported that the Beneficiary Bill of Rights and Responsibilities will be presented to the Governing Board for review in August. She also asked the Board to consider the nomination of Alfredo Gonzales as an advocate member of the BAC, and after reviewing his resume, the Board unanimously approved his appointment.

V. Finance Committee

Discussion/Action: The Governing Board was asked to approve three resolutions formally creating the Finance Committee. Mr Heard spoke to the intention of the Finance Committee regarding the resolutions, and there was no serious objection. There were a few amendments to the resolutions: in Resolution 95-01, the category 4 member is to be a non-voting member who is a volunteer, and the specific person recommended in the amendment is to be Reece Fawley. Resolution 95-02 was amended to make clear that the terms of Finance Committee members will be one-year, annually reviewed by the Governing Board. The Board then unanimously approved each of the three resolutions, as amended.

VI. Closed Session to Discuss Health Net Rate Proposal

Note: The open portion of the meeting was then adjourned and closed to the public.

VII. Closed Session Report, Public Comment, Adjournment

Discussion/Action: Dr Hernandez reported that the Board had met and discussed the Health Net proposal. There was no public comment, and the meeting was adjourned.

Fa Jack Fries / Shikunz Nik
Jack Fries, Secretary/Treasurer

**SAN FRANCISCO HEALTH AUTHORITY
GOVERNING BOARD**

A G E N D A

August 2, 1995

6:00-9:00 PM

**San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109**

6:00 I. Approval of Agenda and Approval of Minutes from 7/12/95

6:15 II. Chair's Updates

6:30 III. CEO's Report

- **DIHS and HCFA Updates**
- **Provider Network Development**
- **FQHC Issues**
- **Development Contract Update**
- **HCO Implementation**
- **Other**

7:15 IV. Committee Reports

A. Beneficiary Advisory Committee

Information Item

- **Update On Committee Work Groups**

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7:15 IV. Committee Reports-continued

A. Beneficiary Advisory Committee

Action Items

- **Discussion and Approval of Request for Courtesy Seating of Committee Chair at Governing Board Meetings**

Action: Approve Request

- **Discussion and Approval of Request to Accept Bill of Rights**

Action: Approve Request

C L O S E D S E S S I O N

7:35 B. Finance Committee

- **Discussion and Approval on Recommendation Regarding The Contractual Arrangement Of Rates Between Health Net And The San Francisco Health Authority**

Action: Approve Recommendation

8:30 Report on Closed Session

8:35 V. Public Comment, Adjournment

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San Francisco Health Authority Governing Board

Minutes of the August 2, 1995 Meeting

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Tom Harlan, Stu Heard, Sandra Hernandez, Bill Kerr, Judith Mates, Josie Mooney, Kate O'Malley, Nancy Presson, Charles Range, Sophie Wong, Jim Wunderman

Not Present: Richard Cordova, Steve Fields, Jack Fries, Susan Leal, Tony Leone, Nancy Presson, David Soffa

I. Minutes and Agenda

Discussion/Action: The agenda was reviewed, and the minutes from the July 12 meeting were unanimously approved.

II. Chair's Updates

Discussion: Dr Hernandez provided the Governing Board with a cautionary overview of the latest State budget trevails. She explained that the outlook for public health funding statewide will be decidedly grim.

The proposed budget does not include funding for health coverage for undocumented aliens and that the impact of such an exclusion would be devastating. Dr Hernandez said that Medi-Cal drug funding is intact, but dental services funding has been cut in half, and Los Angeles County is preparing for massive layoffs in the public health centers.

III. CEO's Report

Discussion: Dr Nikpay provided updates on several topics for the Governing Board. She began by reviewing the State's waiver request to HCFA for the Two-Plan model, and noted that the Health Authority had sent a letter to HCFA outlining SFHA concerns.

Dr Nikpay then reviewed the DHS-proposed FQHC amendment to the budget bill. She said the amendment contained nothing in the way of incentives to encourage the mainstream plan to contract with FQHC's. The amendment will seriously impact the way the SFHA will be able to reimburse providers.

Dr Nikpay also appraised the development of the provider network of the San Francisco Health Plan. She noted that there are fewer than 50 unaffiliated (unaffiliated with an SFHA-selected medical group) traditional Medi-Cal providers in San Francisco, and that all of them have been contacted by the SFHA in an effort to get them into the network.

Dr Nikpay then reported that the HCO program had presented 2-Plan model information to many new beneficiaries, and that 70% had chosen fee-for-service. HCO is in the process of translating the presentation materials into three languages. The HCO presentation script is being reviewed by SFHA beneficiaries.

Finally, Dr Nikpay reported that the State development contract with DPH was being transferred directly to the SFHA, which involves three steps: approval of contract amendments by the Health Commission, a Board of Supervisors hearing, and then BOS approval of the contract amendments. Dr Nikpay said that this transfer will allow the SFHA to do needed fiscal work in-house.

IV. Beneficiary Committee Report

Discussion/Action: Ms Bell asked the Governing Board to approve the courtesy seating of Frederick Hobson, BAC Chair, at Governing Board meetings. The seating would be a non-voting courtesy seat unrelated to the composition of the Governing Board, and would not apply during closed sessions. Dr Hernandez said she strongly supported such a move, saying that the BAC is unique and that additional beneficiary input would be welcome. The Governing Board unanimously approved the motion.

Ms Bell then asked the Governing Board to consider a motion to accept the BAC Bill of Rights. Dr Nikpay said she urged support for the document, and the Governing Board unanimously approved the motion.

Ms Bell also noted that Sandra Stewart's Governing Board appointment approval from the Board of Supervisors was pending.

V. Closed Session

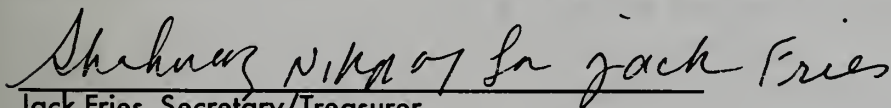
Note: The open portion of the meeting was then adjourned and closed to the public.

VI. Closed Session Report, Public Comment, Adjournment

Discussion/Action: Dr Hernandez reported that the Governing Board had met in closed session and discussed the final Health Net rate proposal.

She said that the Governing Board had unanimously approved the recommendation of the Finance Committee, which called for the rejection of the Health Net proposal and the immediate termination of all negotiations.

There was no public comment, and the meeting was adjourned.


Jack Fries, Secretary/Treasurer



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SAN FRANCISCO HEALTH AUTHORITY GOVERNING BOARD

A G E N D A

1/95
Wednesday, October 11, 1995, 6:00 - 9:00 p.m.
San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

6:00 I Approval of Agenda, Approval of Minutes from 8/2/95

6:15 II CEO's Report

- 1. Selection of Commercial HMO by DHS**
- 2. HCFA Waiver Status: Default and Two-Plan Model**
- 3. Current PHP Enrollment**
- 4. Status of Other Local Initiatives**
- 5. San Francisco Health Plan Development**

Phase I: September 1995 - March 1, 1996

a) Infrastructure

- Introduction of staff/consultants
- Recruitment: Medical Director, CIO, CFO,
Department Managers
- Accounting system
- Transfer of State contract from County to SFHP

b) Knox Keene Application/Detailed Design Application

- Provider network
- Quality Improvement program
- Board and organizational structure
- Member Services: Evidence of Coverage and
Grievance Procedure
- Scope of benefits
- Health Education
- Enrollment projections
- Financial Statements: proformas, financial viability,
insolvency plan, Tangible Net Equity
- MIS options: Andersen Consulting, SF DPH

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- c) Operational Strategies/Partnership
 - Blue Shield
 - CPMSO
 - Others

6. FQHC's, the State, and the Health Plan: How Do We Cope?

7:00 III. Discussion and Adoption of a Conflict of Interest Policy

Action: Approve Policy

7:20 IV. Consideration of Resolution 95-04 to Amend the Bylaws to Create a Quality Improvement Committee and Describe the Position of Medical Director

Action: Approve Amendment

7:30 V. Consideration of Resolution 95-05 to Define the Composition of the Quality Improvement Committee and Appoint its Members

Action: Approve Resolution

7:40 VI. Committee Reports

Beneficiary Advisory Committee

- Development of Work Plan
- Strengthening BAC Relationship with Governing Board, CEO
- Outreach Plan--Update

8:00 VII. Adjournment/Public Comment

Public Comment: Members of the public may address the Governing Board on any item on the public meeting agenda after the Governing Board's discussion of the item, before action is taken. All Governing Board meetings are wheelchair accessible. When attending these meetings you are asked to accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Call 775-7515 if you have any questions about SFHA meetings or agendas.



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San Francisco Health Authority Governing Board Minutes of the October 11, 1995 Meeting

Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Ed Chow, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Bill Kerr, Judith Mates, Josie Mooney, Charles Range, Sandra Stewart, Sophie Wong

Not Present: Sandra Hernandez, Susan Leal, Kate O'Malley, Nancy Presson, David Soffa, Jim Wunderman

I. Minutes and Agenda

Discussion/Action: The agenda was reviewed, and the minutes from the August 2 meeting were unanimously approved.

II. CEO's Report

Discussion: Shahnaz Nikpay began her presentation by introducing Mary Huttner of DHS. Ms Huttner provided the Governing Board with an update on the selection of the Commercial HMO by DHS as well the HCFA Waiver issue as it relates to default enrollment. Ms Huttner took questions from the Governing Board, and said that DHS will implement the 2-Plan Model as scheduled in June, 1996. Dr Nikpay also reviewed HCFA's response to the State DHS waiver request indicating HCFA's intent to implement the 2-Plan model on a county-by-county basis. Dr Nikpay also reviewed the current PHP enrollment patterns and the status of other county Local Initiatives.

Dr Nikpay then reviewed the status of the development of the San Francisco Health Plan. Dr Nikpay began by examining Phase One of the development process, which covers September, 1995 through March 1, 1996. Dr Nikpay explained how the infrastructure of the Plan is being put into place. She reviewed the hiring of several new consultants to the Plan, and explained the recruitment efforts being made for such positions as Medical Director, CFO, CIO, and various department managers.

Dr Nikpay also provided an update on the completion of the Plan's Knox-Keene application and the work being done on the Detailed Design Application. She reviewed the provider network status, the quality improvement program, organizational structure, member services, scope of benefits, health education, enrollment projections, financial statements, MIS options, and potential partnerships and operational strategies.

III. Conflict of Interest Policy

Discussion: The Governing Board felt that they wanted more time to consider this item and it was tabled until the next meeting.

IV. Quality Improvement Committee

Discussion/Action: The Governing Board was asked to approve Resolution 95-04, which amends the Bylaws to create the Quality Improvement Committee and describes the role and responsibilities of the Medical Director. Several Governing Board members asked that language be added to make clear that the committee will make recommendations and not independently set policy.

There was also some discussion of the separation of non-medical duties between the Medical Director and the CEO and it was agreed that for non-medical, administrative matters, the Medical Director will report to the CEO, and for medical issues, the Medical Director will report to the Governing Board. Language was also added to make clear that the Medical Director is responsible for patient care quality, rather than each patient care decision. The Governing Board then unanimously approved Resolution 95-04.

The Governing Board was then asked to consider Resolution 95-05, which outlines the composition of the Q/I Committee and appoints its members. Several Governing Board members felt that the composition was too narrow, and language was proposed to add two seats to be filled by representatives from the Beneficiary Advisory Committee and organized labor, subject to Governing Board approval. Language was also added to ensure that the committee is health policy quality review committee rather than a peer review committee; it was agreed that non-physicians will leave should peer review ever occur. The Governing Board then unanimously approved the composition of the Quality Improvement Committee.

When the Governing Board examined the specific nominees to the Committee, however, it was decided to table the action item approving the nominees until the next meeting, in order to allow time to review candidate resumes, which will be sent in advance of the next Governing Board meeting.


V. BAC Report

Discussion: Chair Frederick Hobson provided the Governing Board with an update on BAC activities. He said he had met with Dr Nikpay to discuss ways to improve interaction between the BAC and the Governing Board. Mr Hobson said the committee had approved a Foundation Mission Statement and that the Member Responsibilities Statement was being reviewed by SFHA legal counsel. He said that the BAC hoped to have the Foundation up and running in conjunction with the Plan start-up date, and that a Task Force was being organized. Mr Hobson also reviewed the BAC request to make the BAC courtesy seat a permanent 20th Governing Board member, in a non-voting capacity. The consensus of the Governing Board was that a discussion of the BAC purpose, role and responsibilities should be placed as an item on the next agenda, prior to their consideration of the expansion of the composition of the Governing Board.

Mr Hobson then introduced Alfredo Gonzales of Latino Issues Forum, a BAC advocate member, who presented the Governing Board with a community outreach and education proposal to consider. Mr Gonzales said that the BAC felt that such necessary outreach had been thus far neglected and urged immediate attention to the issue. The sentiment of the Governing Board was to support the development of a BAC Task Force to outline such a program, in support of the development of the marketing and public relations program to be developed by the Plan's administration.

VI. Public Comment/Adjournment

Discussion/Action: There was no public comment, and the meeting was adjourned.

 (DHF)

Jack Fries, Secretary/Treasurer



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San Francisco Health Authority Governing Board

Agenda

Wednesday, November 1, 1995, 6:00 - 9:00 p.m.
San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

- 6:00 I. (V) Approve Agenda, Minutes from October 11** (Attached, pps. A-B)
- 6:15 II. (I) Chair's Report**
- 6:30 III. (I) CEO's Report**
- Selection of Mainstream Plan (Attached, p. C)
 - Knox-Keene/DDA Update
 - Other Local Initiatives
- 6:45 IV. (V) Approve Proposed Conflict of Interest Policy as Required by the Fair Political Practices Act** (Attached, pps. D-F)
- 7:00 V. (V) Approve Q/I Committee Nominees** (Attached, pps. G-J)
- 7:15 VI. (I) Finance Committee Report**
- TNE Contribution Formula (Attached, pps. K-L)
 - FQHC Strategy
- 7:45 VII. Beneficiary Advisory Committee Report**
- (I) BAC Chair's Report/Updates
 - (V) Approval of Work Plan for Formation of SFHA Foundation (Attached, p. M-N)
 - (I) Statement of Member Responsibilities (Attached, p. O)
 - (I) Purpose, Role, Responsibilities of the BAC (Attached, p. P)
 - (V) Approval of BAC Ex-Officio, Non-Voting Governing Board Seat (Attached, p. Q)
 - (I) Request to Appoint a Non-Beneficiary Board Member to the BAC (Attached, p. Q)
 - (V) Approval of Two New Advocate Members to the BAC (Attached, pps. R-FF)
 - Ignatius Bau, Asian and Pacific Islander American Health Forum
 - Han-na Choi, Catholic Charities
- 8:15 VIII. (I) Other Business**
- 8:30 IX. (I) Public Comment, Adjournment**

- (V) Denotes an Action Item Requiring a Vote.
(I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Governing Board: December 6
- Finance Committee: November 20
- Beneficiary Advisory Committee: November 3, 17

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 775.7515 if you have any questions.

1/95

**San Francisco Health Authority Board
Minutes of the November 1, 1995 Meeting**

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Richard Cordova, Jack Fries, Tom Harlan, Sandra Hernandez, Stu Heard, Bill Kerr, Susan Leal, Judith Mates, Kate O'Malley, Nancy Presson, Sandra Stewart, Sophie Wong

Absent: Edward Chow, Steve Fields, Josie Mooney, Charles Range, David Soffa, Jim Wunderman

I. Minutes and Agenda

Discussion: Item V. BAC Report, in the October 11 minutes, was amended to replace the phrase "The consensus of the Governing Board was" with the phrase "It was suggested by a member of the Governing Board." The agenda was reviewed, and the minutes from the October 11 were unanimously approved as changed.

II. Chair's Report

Discussion: Chair Sandra Hernandez gave an update on the possible impact of Federal budget cuts. She reported that "Medi-Grants", block grants of Medicaid and Medicare, will occur but whether Medicaid will remain an entitlement is still an issue. There is concern about the continuation of separate funding streams for the Disproportionate Share Hospital and the Graduate Medical Education programs (GME and IME). A 75% reduction in Substance Abuse Demonstration projects is proposed to be effective next fiscal year.

Dr. Hernandez reported that the 1115 waiver requested for Los Angeles County does not specifically address the State's two-plan model. DPH is looking at such a waiver for San Francisco because it could allow SF to combine funding into a more rational system. She recommended a presentation at a future Governing Board meeting on pursuing such a waiver for San Francisco.

III. CEO's Report

Discussion: CEO Shahnaz Nikpay began her report by discussing the selection of Blue Cross and Foundation Health Plan as the mainstream plans in ten of the twelve counties involved in the two-plan model. Pacificare (SF) decided not to appeal, but the applicants in Los Angeles are appealing. In San Francisco, 6000 lives are in Prepaid Health Plans that were not chosen as the mainstream plan and it is clear that the selection of California Care (Blue Cross) will cause significant disruption for these beneficiaries. There was no beneficiary input or participation into the State's selection process.

Shahnaz reported that SFHA has made significant progress on its Knox-Keene license application and all exhibits are, at minimum, in first-draft status. SFHA staff member, Cynthia Williams, provided an update on the provider network: the network has 1529 physicians, 353 of whom are primary care providers and 1176 are specialists; these numbers do not include the network's clinics. Dr. Nikpay reported that she is exploring different options for management of pharmacy and vision care, which will be presented to the Governing Board at a later date.

Dr. Nikpay reported that SFHA has received DHS' contract and that the contract is under review by staff and legal counsel. She also plans to contact other local initiatives to gain from their experience in negotiating the contract. Dr. Nikpay also reported that no local initiative has received final DHS approval, although the first plan is expected to begin operations in January.

IV. Conflict of Interest Policy

Discussion/Approval: SFHA staff member, Lynn Altizer, presented Governing Board Resolution #95-06 to adopt a Conflict of Interest Policy to comply with Regulation 2, Section 18730 of the California Code of Regulations. Governing Board members will be sent the appropriate disclosure forms, which must be completed and returned to SFHA where the forms will be available for public inspection. In addition, SFHA's code must be approved by the Board of Supervisors. Resolution #95-06 was unanimously adopted.

V. Quality Improvement Committee Membership

Discussion/Approval: Ms. Altizer presented Governing Board Resolution #95-05 to delineate the composition of SFHA's Quality Improvement Committee. With the exception of the labor member, the Governing Board unanimously approved the nominees. The labor representative was not approved because he did not meet the Board's requirement that all Committee members have QI experience. The Board requested that Ms. Mooney, the labor member of the Board, submit another candidate at the next Governing Board meeting.

VI. Finance Committee Report

Discussion/Approval: Chair Jack Fries provided the Governing Board with an update on SFHA's plan for funding its Tangible Net Equity for Knox-Keene licensure. \$300,000 must be deposited by March 1996. Four hospitals (CPMC, Chinese, St. Lukes, and UCSF) agreed in concept to provide this money through a subordinated loan. All hospitals must obtain their boards' approval. CEO Shahnaz Nikpay was directed to confirm the willingness of all the hospitals to participate in the TNE formula and to discuss its acceptability with the Department of Corporations. This item is to be on the next Board agenda.

The Board discussed reimbursement of FQHC's and other providers in the network. Chair Jack Fries indicated that the Committee is studying the issue and will make recommendations to the Board.

VII. Beneficiary Advisory Committee Report

Discussion/Approval:

Chair's Report. Chair Frederick Hobson updated the Governing Board on the Committee's activities including review of SFHA's Grievance Procedures and development of the Statement of Member Responsibilities. Mr. Hobson presented BAC Appreciation Awards to Ms Altizer and Dr. Hernandez.

Approval of Two New Advocate Members. The Governing Board unanimously approved Ignatius Bau and Han-na Choi as new advocate members of the Committee.

Approval of Work Plan for Formation of SFHA Foundation. Mr. Hobson presented the BAC's proposed Mission Statement and Work Plan for formation of SFHA Foundation. The consensus of the Board was that the mission statement should be broad and inclusive to allow the foundation to raise money for a variety of reasons. Jack Fries moved and Sophie Wong seconded the motion to form a task force, representative of the composition of the Governing Board and the Beneficiary Advisory Committee, to develop and present a proposal to the Board on creation of a foundation. The Board approved the motion. Judith Bell and Sandra Stewart opposed it. The Board directed

the CEO to develop a recommendation for the composition of the task force and submit it to the Board for approval.

Approval of Purpose, Roles, Responsibilities of BAC. Mr. Hobson presented the Committee's statement of its Purpose, Role and Responsibilities. The Chair stated that the Governing Board will bring together a group of Governing Board members and BAC members to develop an agreement on roles, responsibilities, purpose, and the relationship of the Committee to the Board.

Approval of BAC Ex-Officio, Non-Voting Governing Board Seat. The Board approved a motion to continue this item to the next meeting because there were not enough board members present to obtain the two-thirds affirmative vote required for approval.

VIII. Other Business

There was none.

IX. Public Comment/Adjournment

Discussion/Approval: There was no public comment, and the meeting was adjourned.



Jack Fries, Secretary Treasurer



/95

San Francisco Health Authority Governing Board

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Agenda

DEC 4 1995

Wednesday, December 6, 1995, 6:00 - 9:00 p.m.
San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

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- 6:00 I. (V) Approve Agenda, Minutes from October 11 (ATTACHMENT I)
- 6:15 II. (I) Chair's Report
- 6:30 III. (I) CEO's Report
 - Other Local Initiatives: Implementation and Joint Activities
 - Interim Hearing, Managed Care, State Assembly Committee on Health, 12/7/95
 - Mainstream Plan Update
 - Two-Plan Model Implementation; State Waiver Request (ATTACHMENT III)
 - Knox Keene Application Update
- 7:00 IV. (I) Summary of Beneficiary Advisory Committee's Activities & Accomplishments (ATTACHMENT IV)
- 7:15 V (V) Approve Labor Nominee, Carolyn Perkins, L.V.N, to Quality Improvement Committee (ATTACHMENT V)
- 7:30 VI. (I) Beneficiary Advisory Committee Report
- 7:50 VII. (I) Conflict of Interest information (ATTACHMENT VII)
- 7:55 VIII (I) Participation of Governing Board Members on Beneficiary Advisory Committee
- 8:15 IX. (I) Formation of SFHA Foundation
- 8:30 X. (I) Public Comment, Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: December 15, January 5
- Governing Board: January 17
- Finance Committee: January 22

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 775.7515 if you have any questions.

**San Francisco Health Authority Board
Minutes of the December 6, 1995 Meeting**

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Judith Mates, Josie Mooney, Kate O'Malley, Nancy Presson, David Soffa, Sandra Stewart

Absent: Judith Bell, Edward Chow, Richard Cordova, Sandra Hernandez, Bill Kerr, Susan Leal, Charles Range, Sophie Wong, Jim Wunderman

I. Minutes and Agenda

Discussion: David Soffa chaired the meeting. The Agenda was approved. Frederick Hobson, BAC Chair, questioned whether actions taken on foundation development should have occurred asserting that those items were not on the original agenda for the last Board meeting. The minutes were approved as written, however Mr. Fries recommended that the Board consult with an attorney to determine whether the actions taken were consistent with the Brown Act.

II. Chair's Report

Discussion: Shahnaz Nikpay delivered the Chair's Report. She discussed block grants, indicating that there were different versions under consideration by the Congress. The State will continue to provide Medi-Cal services through the Two-Plan Model and Governor Wilson will share his ideas in January in his state of the State report. She suggested that proposals for handling block grants and Medi-Cal be sent to Kim Belshe.

Nancy Presson introduced Jo Ruffin, the new Mental Health Director, who will be joining the Governing Board. Shahnaz introduced Jane Donegan, a new SFHA staff member.

III. CEO's Report

Discussion: Shahnaz gave an update on the status of other Local Initiatives. Alameda signed the contract with DHS and the HCO program is sending out packets to new and recertified enrollees. The packets are only in English. Alameda expects to be up and running in the next 30 - 45 days. San Joaquin expects to be operational in February or March.

Shahnaz reported that the CEO's of all the Local Initiatives are collaborating to share resources, for example, to retain an attorney to review the state contract. Shahnaz also reported that the Mainstream Plans in San Francisco, Alameda, Contra Costa, Santa Clara and Tulare are uncontested. The Department of Corporations must receive material modifications from the Mainstream Plans by January 1, 1996, but they don't have to have signed contracts. Shahnaz reported that SFHA will be taking a look at Blue Cross' application.

DHS still has not approved the State's default waiver request and it is not clear whether it will go into effect. The State won't receive HCFA's response until late January. HCFA will probably want county-by-county phase-in, but there will be no mandatory enrollment until the waiver is approved.

Shahnaz summarized the status of SFHA's Knox-Keene license application and said she hoped to submit it before Christmas.

IV. Summary of Beneficiary Advisory Committee's Activities and Accomplishments

Discussion: Shahnaz presented a summary of the activities and accomplishments of the Beneficiary Advisory Committee. There was discussion about Beneficiary Advisory Committee recommendations regarding the draft Grievance Procedures, and Shahnaz said she would meet with Committee members to discuss the final document.

V. Approval of Labor Nominee, Carolyn Perkins, to the Quality Improvement Committee

Discussion/Approval: Josie Mooney and Howard Wallace introduced the nominee. Carolyn Perkins presented her qualifications for Committee membership. Ms. Mooney made the motion to approve the nomination and Mr. Fries seconded. The motion was approved.

VI. Beneficiary Advisory Committee Report

Discussion: BAC Chair Frederick Hobson reported on the Committee's activities since the last meeting. The Committee has written letters to Assemblyman Burton and the Governor, developed a workplan, elected a treasurer, and is exploring the issue of child abuse and the possibility of presenting an educational/training program around this issue.

VII. Conflict of Interest Information

Discussion: Janie Tyre gave an update on the status of SFHA's Conflict of Interest policy. Approval from the Board of Supervisors is expected within a month. Ms. Tyre directed Board members' attention to the information in the Board packet.

VIII. Participation of Governing Board Members on Beneficiary Advisory Committee

Discussion: Board members were invited to participate in BAC meetings in order to create a forum for closer communication between the Board and the Committee. A matrix has been sent to Board members with BAC meeting dates for the next three months. Shahnaz asked Board members to check the meetings they will attend and return the form to SFHA's office.

IX. Formation of SFHA Foundation

Discussion: David Soffa presented the membership of the Committee to develop the SFHA Foundation. The Committee will decide the relationship of the foundation to SFHA, its mission, by-laws and organizational structure. The Governing Board members are David Soffa (Chair), Sandra Hernandez, Judith Mates, Richard Cordova; Beneficiary Advisory Committee members are Frederick Hobson, Irene Browne, Ignatius Bau, and Han-na Choi.

X. Public Comment/Adjournment

Discussion: Robert Planthold, Vice-Chair of the Beneficiary Advisory Committee, announced that he had filed a complaint against both the San Francisco Medical Society and SFHA for failure to comply with disability access regulations and the Sunshine Ordinance. A general discussion followed on how best to resolve complaints before they are filed.

Board members and Beneficiary Advisory Committee members had a discussion on the relationship between the Board and the Committee. Board and Committee members expressed a desire to get back to a process of collaboration and give-and-take. Board members were encouraged to attend Committee meetings. The meeting was adjourned at the end of the discussion.



San Francisco Health Authority Governing Board

Agenda

Wednesday, January 17, 1996, 6:00 - 9:00 p.m.
San Francisco Medical Society
1409 Sutter Street, San Francisco, CA 94109

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- 6:00 I. (V) Approve Agenda, Minutes of 12/6/95 (ATTACHMENT)
- 6:15 II. (I) Chair's Report
- 6:30 III. (I) CEO's Report
- Knox Keene Licensing Update; Detailed Design Application Update
 - Participation of Primary Care Physicians in Multiple IPA's (ATTACHMENT)
 - Other Local Initiatives: Implementation and Joint Activities
 - Two-Plan Model Implementation; State Waiver Request (ATTACHMENT)
 - State Development Contract
 - Other
- 7:00 IV. (I) Pharmacy Administration: Process for Selection of a Pharmacy Benefit Management Company (ATTACHMENT)
- 7:20 V. (V) Conflict of Interest Code: Approval of Revision Proposed by City Attorney (ATTACHMENT)
- 7:30 VI. (V) Provider Contract Approval Process (ATTACHMENT)
- 7:45 VII. (I) Information System Update (ATTACHMENT)
- 8:00 VIII. (I) Committee Report(s)
- Beneficiary Advisory Committee (ATTACHMENT)
- 8:15 IX. (I) Public Comment, Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: January 19, 1996
- Governing Board: February 7, 1996
- Finance Committee: January 22, 1996 (CLOSED SESSION)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 775.7515 if you have any questions.

I. ATTACHMENT

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San Francisco Health Authority Board Minutes of the January 17, 1996 Meeting

MAR 27 1996

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Edward Chow, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Bill Kerr, Susan Leal, Judith Mates, Josie Mooney, Kate O'Malley, Jo Ruffin, David Soffa, Sandra Stewart, Sophie Wong

Absent: Charles Range

I. Minutes and Agenda

Discussion: The Agenda and Minutes were approved.

II. Chair's Report: Dr. Hernandez reported that San Francisco county, along with 22 other counties, submitted a letter of intent to DHS to participate in the proposed HCFA 1115 waiver. She also reported that, in a meeting with Region IX, HCFA indicated that it would consider counties other than Los Angeles for the 1115 waiver. However, it is uncertain whether the State will support a county proposal. The Chair indicated that the Governing Board would ask the SFHA CEO to participate in the waiver planning process. Dr. Hernandez discussed the Governor's State of the State address and indicated that because there is a significant welfare reform budget in the State budget, the county will have to monitor the State's direction on welfare and entitlements.

III. CEO's Report:

Knox-Keene Licensing Update: Shahnaz reported that SFHA submitted its Knox-Keene license application to the Department of Corporations on 12/22/95. She indicated that some parts of the application were incomplete, e.g. provider contracts were not executed, and that the Board would have an opportunity to review/approve these contracts. Shahnaz reported that staff are working on the Detailed Design Application and hope to submit it mid-February. She also stated that if we are not faced with state delays we could begin operation by July 1, 1996. She further added that the critical factors in being able to meet the target date are DOC and DHS approval and MIS implementation.

Other Local Initiatives: Shahnaz reported that Alameda County is the first local initiative to become operational and was allowed to default enroll new and recertified eligibles. However, because of a processing bottleneck in the Department of Social Services, they only have 30 members. Tulare county providers refused to sign contract with the Local Initiative because the capitation was too low. San Joaquin is scheduled to go live in February. Shahnaz also reported that she continues to work with other local initiatives to find ways to share resources and improve all local initiative's positions vis a vis the State and vendors.

Participation of Primary Care Provider's in Multiple IPAs: Shanaz asked the Governing Board for clarification of issue of whether a Primary Care Provider could participate in more than one IPA/Medical Group. After considerable discussion and public comment, the Governing Board directed that the issue be placed on the agenda of the next Board meeting for a policy decision.

State Development Contract: Shahnaz reported that the second phase of the contract with the Department of Health Services had been approved and that the transition process is almost complete. She thanks Steve Fields and the Progress Foundation for generously providing the SFHA with administrative services.

Shahnaz announced that the San Francisco Medical Society will no longer provide meeting space for SFHA Governing Board and Committee meetings and thanked SFMS for its generous contribution to the SFHA.

IV. Pharmacy Administration: Process for Selection of a Pharmacy Benefit Management Company.

Discussion: Board member Stu Heard presented the rationale for using a PBM and the process of selection. He said that SFHA had sent an RFP and proposals are due on 2/5/96. The PBM must be legally qualified to accept a risk contract from the SFHP. The top candidates will be selected for presentation to the Governing Board.

V. Conflict of Interest Code: Approval of Revision Proposed by City Attorney.

Discussion/Approval: The Governing Board unanimously approved the revised Conflict of Interest Code.

VI. Provider Contract Approval Process

Discussion/Approval: The Board unanimously approved the motion to send the draft provider contracts to the contractors in the provider network, collect and incorporate their feedback, and finalize and submit the contracts with rates to the Governing Board for approval.

VII. Information System Update.

Discussion: Shahnaz reported that, after evaluating 15 options, SFHA had chosen the option of using Health System Design's Diamond System through the Department of Public Health's MIS. There was a discussion about security issues and potential conflict of interest. Shahnaz assured the Board that SFHA would be an independent health plan on the system and that only SFHA would have access to the information.

VIII. Committee Reports: Beneficiary Advisory Committee

Discussion: Committee Chair Frederick Hobson reported on Committee activities since the last Board Meeting. Mr. Hobson raised the issue of adding new members to the Committee. After discussion, Dr. Hernandez directed the CEO to work with legal council to develop standard policies and procedures for all aspects of all SFHA's committee process. The policies and procedures will be on the agenda for the next Governing Board meeting for discussion and approval.

Mr. Hobson reported that Libah Sheppard would replace himself as a member of the Foundation Task Force. Mr. Hobson resigned the Governing Board's BAC courtesy seat and recommended appointment of Robert Planthold as his successor. The Chair accepted Mr. Hobson's resignation and members of the Board expressed appreciation for his participation and contribution. The Board took no action on the courtesy seat, incorporating the courtesy seat into the deliberation of committee policies and procedures at the next Board meeting.

Jack Fries, Secretary Treasurer



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San Francisco Health Authority Governing Board

Agenda

Wednesday, February 7, 1996, 6:00p.m.

Gladstone Institute, 1001 Potrero, 5th Floor Conf. Rm., San Francisco, CA 94109

7/96 6:00 I. (V) Approve Agenda, Minutes of 1/17/95 (ATTACHMENT)

*****CLOSED SESSION*****

6:15 II. (V) Finance Committee Recommendation: Approval of Interim Rates

*****REPORT ON CLOSED SESSION*****

7:00 III. (I) Chair's Report

7:10 IV. (I) CEO's Report

7:20 V. (V) Review and Approval of SFHA Employee Handbook/Personnel Policies (ATTACHMENT)

7:40 VI. (V) Policies and Rules Regarding Governing Board Committees, including Continuation of "Courtesy Seat"

8:00 VII. (V) Participation of Primary Care Providers through Multiple IPA's;
(V) Affiliation of IPA/Medical Group with Multiple Hospitals

8:30 VIII. (I) Options for the Provision of Vision Services

8:40 IX. (V) Approval to participate with other Local Initiatives in contracting with CAPH for advocacy and lobbying services.

8:55 X. (V) Approval in principle for expansion of enrollment categories to SSI and Medicare/Medi-Cal eligibles.

9:15 XI. (I) Committee Report(s): Beneficiary Advisory Committee
• Chair's Report • Committee Budget Request • Committee Comment on Grievance Procedure • Chair/Committee Designee for Courtesy Seat
• Committee Report on New Membership

9:35 XII. (I) Public Comment, Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: February 16, 1996
- Governing Board: March 6, 1996
- Finance Committee: February 27, 1996, To be confirmed. (CLOSED SESSION)

**San Francisco Health Authority Board
Minutes of the February 7, 1996 Meeting**

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MAR 27 1996

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Bill Kerr, Margaret Kisliuk, Josie Mooney, Kate O'Malley, Jo Ruffin, David Soffa, Sandra Stewart, Sophie Wong

Absent: Edward Chow, Susan Leal, Judith Mates, Charles Range

I. Minutes and Agenda

Discussion: The Agenda and Minutes were unanimously approved.

II. CLOSED SESSION APPROVAL OF INTERIM RATES

III. Chair's Report

Discussion: The Chair reported that HCFA had approved the 1915B waiver. The State can implement the Two-Plan Model. However, HCFA will determine a county's readiness for the Two-Plan model and do due diligence on a county-by-county basis.

IV. CEO's Report:

Discussion: The CEO reported on the enrollment process indicating that the San Francisco Health Plan will have to address issues such as the poor quality of the Health Care Options information and the short timeframe in which the Plan must process the information. Shahnaz also reported that Alameda can now do default enrollment and that SFHA has received 5 proposals in response to the RFP for Pharmacy Benefit Management services.

V. Review and Approval of SFHA Employee Handbook/Personnel Policies

Discussion/Approval: Kate O'Malley, Personnel Committee member, and Emily Elliot, SFHA's Personnel Consultant, presented the Personnel Handbook. The motion for approval of the handbook was moved and seconded. After some discussion, the motion was approved with 8 affirmative votes and 6 opposed. The chair asked the Personnel Committee to take the comments of the Board into account in revising the Handbook.

VI. Policies and Rules Regarding Governing Board Committees, Including Continuation of the Courtesy Seat

Discussion/Approval: Eric Gold, SFHA's legal counsel addressed several related issues including the courtesy seat, uniformity of policies, and rules governing committee operations. After discussion of the issues, Josie Mooney moved and Sandra Stewart seconded a motion to continue the courtesy seat for the Beneficiary Chair or designee until the Board decides to make it an official seat. The motion carried with 11 affirmative votes and 3 opposed. Establishment of a Rules Committee, with Judith Bell, Tom Harlan, Kate O'Malley, David Soffa, and Sandra Stewart as members, was approved unanimously. The Board charged the Committee with clarifying the composition, conduct, and process of Board committees and their interface with the public, and reducing ambiguities in the bylaws.

VII. Participation of Primary Care Providers through Multiple IPA's

Discussion/Approval: The Board asked the CEO to explain the Process involved in selection of a PCP by the members and the operational interface of the health Plan with DHS and Health Care Options Program. After some discussions and clarifications, the Board unanimously decided not to take an action on this item until more information is available on how PCP assignments will be done for those members who do not choose a PCP. The Board asked the CEO to present recommendations on how the PCP assignment will be done.

VIII. Options for the Provision of Vision Care

Discussion: Janie Tyre reported on the process for providing vision care services. She has contacted several plans and is selecting proposals for a full-risk contract. Criteria for selection will be: reporting, encounter information, inclusion of traditional providers, quality improvement, and ease of access. She will also be contacting IPAs to determine their interest in providing services.

IX. Approval to participate with other Local Initiatives in contracting with CAPH for advocacy and lobbying services

Discussion/Approval: The CEO discussed the need to have an organization to represent the Local Initiatives collectively. CAPH is an experienced lobbyist and would be able to represent the L.I.'s in legislative and policy issues and work with the State. After discussion, the motion was unanimously approved to contract with CAPH.

X. Approval in principle for expansion of enrollment categories to SSI and Medicare/Medi-Cal eligibles

Discussion: The motion to approve, in principle, expansion of enrollment categories to SSI and Medicare/Medi-Cal categories was unanimously approved.

XI. Committee Reports: Beneficiary Advisory Committee

Discussion: Sandra Stewart presented the Beneficiary Advisory Committee Report. In response to Ms. Stewart's question about committee process, the Chair directed BAC to: refer questions related to committee membership and process to the Rules Committee; refer BAC's budget request to the Finance Committee; wait for State review of Grievance Procedures to see if any changed were being recommended. The Chair accepted the BAC report.

XI. Public Comment/Adjournment

Discussion: BAC member Tony Leone commented on selection of committee chairpersons. BAC Chair Frederick Hobson requested clarification of the status of four new members of the BAC. The Board took no action on their membership.

A representative of BayCare medical group commented on participation of multiple IPAs with one hospital.

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San Francisco Health Authority Governing Board

Agenda

Wednesday, March 6, 1996, 6:00p.m.

Gladstone Institute, 1001 Potrero, 5th Floor Conf. Rm., San Francisco, CA 94109

- 6:00 I. (V) Approve Agenda, Minutes of 2/7/96 (ATTACHMENT)
- 6:15 II. (I) Chair's Report
- 6:30 III. (I) CEO's Report
- a) Knox Keene and DDA Status
- b) 12-County Meeting: Recalulation of rates (FQHC); State plan for default enrollment; Other Local Initiatives; Other.
- 6:45 IV. (I) Ombudsperson Program and Grievance Procedure (ATTACHMENT)
- 7:15 V. (I) Method for Assignment of Members to Primary Care Providers
- VI. (I) Committee Reports
- 7:45 a) Beneficiary Advisory Committee, Chair's Report
- 8:15 b) Finance Committee Report:
- 1) Beneficiary Advisory Committee Budget Request
- 2) Administrative Budget
- (V) (I)

*****CLOSED SESSION*****

- c) Finance Committee Report, cont'd
- 3) FQHC Rates

*****CLOSED SESSION*****

- 8:45 VII. (I) Public Comment, Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: March 15, 1996; April 5, 1996.
- Governing Board: April 17, 1996 (third Wednesday in April)
- Finance Committee: April 22, 1996 (Rate Approval in CLOSED SESSION)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 775.7515 if you have any questions.

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**San Francisco Health Authority Governing Board
Minutes of the March 6, 1996 Meeting**

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196 **Chair:** Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Bill Kerr, Margaret Kisliuk, Josie Mooney, Kate O'Malley, Jo Ruffin, David Soffa, Sandra Stewart, Sophie Wong

Absent: Edward Chow, Susan Leal, Judith Mates, Charles Range

I. Minutes and Agenda

The Agenda and Minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that there wasn't much news. Medi-Grants are dead and the government is operating on an interim budget.

III. CEO's Report:

Shahnaz reported on:

- The Department of Corporation's review of SFHA's Knox-Keene license application. The review is in progress and a conference call is scheduled to clarify issues. The primary issues appear to be the lack of executed contracts, clinic affiliation with the IPAs, and specialist certification.
- SFHA's completion of the Detailed Design Application. It was delivered to the State Department of Health Services on March 4.
- State recalculation of rates for fiscal year 96-97. They will use 94-95 to recalculate FQHC costs.
- 12-County Meeting. The State's new policy with respect to default enrollment is that the plan that is operational first will have default enrollment for new/recertified enrollees. If the second plan will not be operational within 120 days after the first, and the first plan is a Local Initiative, then HCO will initiate default enrollment of *all* mandatory beneficiaries.
- Status of the Program Committee. Shahnaz and Janie met with Kate O'Malley and Steve Fields to share ideas about reinstituting the Program Committee as a smaller group consisting of providers of services with which network providers will need to coordinate, eg. mental health, substance abuse, CCS, etc. Large forums would be held on a quarterly basis. They will return to the Board with more specifics.

IV. Ombudsperson Program and Grievance Procedures

Shahnaz discussed the Health Plan's grievance procedures which were reviewed by the Beneficiary Advisory Committee. The BAC wanted to add the requirement for an ombudsperson and disagreed with the composition of the grievance review committee.

Discussion: The CEO felt that it would be better use of resources to wait until the Plan is operational, see where the problems are, and then determine whether there is a need for a member advocate/ombudsperson. After considerable discussion, by the Board, BAC members, and the public, the Board directed the BAC to come back to the Board with a specific proposal related to the discussion about the ombudsperson program. With respect to the composition of the grievance review committee, the Board agreed that Shahnaz would meet with BAC representatives to arrive at a mutually agreeable review committee composition.

V. Method for Assignment of Members to Primary Care Providers

Member/Provider Services Director Jane Donegan explained the process for assignment of primary care providers to members.

Discussion: Considerable discussion ensued about the process, criteria for inclusion of traditional/safety net providers, criteria for PCP assignment, timeframes for assignment and for changing PCP, handling transient and homeless people, access, and working out all of the issues. Shahnaz said that the Health Plan would continue to have discussions with providers and work through the issues involved with PCP assignment.

VI. Committee Reports:

Discussion:

Beneficiary Advisory Committee: BAC Chair Frederick Hobson gave the BAC report. He reported on BAC activities and indicated that the Committee was very concerned about possible implications of legal counsel's memo regarding committee policies and rules.

Finance Committee: Treasurer Jack Fries gave the Finance Committee report. He reported that:

- Consideration of the requested \$6400 increase in the BAC budget had been tabled until after the Rules Committee meets and defined relationship of committees to the Governing Board.
- FQHC reimbursement is still undetermined and SFHA will continue to work with the State.
- The Plan's administrative budget is reasonable but asked staff to look at budget again to see if provider capitation could be increased.

VII. Public Comment/Adjournment

Discussion: There was none.

Jack Fries, Secretary Treasurer



MEMORANDUM

Notice of Meeting

DATE: March 19, 1996

TO: All Governing Board Members
All Governing Board Interested Parties

FROM: Maria Villa
San Francisco Health Plan

RE: Governing Board Meeting

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Please be advised that, due to the first Wednesday of April being a religious holiday, the **Governing Board Meeting has been moved to Wednesday, April 17th.** All pertinent information will be sent out as usual.

This meeting will be held at the usual location of **The Gladstone Institute of Virology and Immunology, 1001 Potrero Avenue (on 22nd Street, between Potrero Avenue and Vermont Street), 5th Floor Conference Room, San Francisco, CA 94109, at 6:00 p.m.** Maps are provided on the back of the agenda as well as upon request.

If you have any questions and/or would like to confirm your attendance, please call me or Monique at 415-775-7515.



San Francisco Health Authority Governing Board

APR 15 1996

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Agenda

Wednesday, April 17, 1996, 6:00p.m.

Gladstone Institute, 1001 Potrero, 5th Floor Conf. Rm., San Francisco, CA 94109

- # / 6:00 I. V Approval of Agenda and Minutes from 3/7/96 (attachment)
- 4/17/96 6:15 II. (I) Chair's report
- III. (I) CEO's report
- DDA and Knox- Keene update
- Outcome of appeals re: commercial plan contract awards
- Other updates
- 6:45 IV. (V) Recommendations of Rules Committee
- 7:15 V. (V) Strategy for PCP Selection (attachment)
- 7:45 VI. (I) Selection of Pharmacy Benefit Mgmt Co (attachment)
- 7:55 VII. (I) Committees Reports
- Beneficiary Committee
- Finance Committee
- 8:15 VIII. *****CLOSED SESSION*****
- (V) FQHC Reimbursement
- (V) Approval of Interim rates & budget
- (V) Approval of contract rate exhibit
- (V) Approval of strategies to support providers
- 8:45 IX. Report on Closed Session
- 8:50 X. Public comments

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

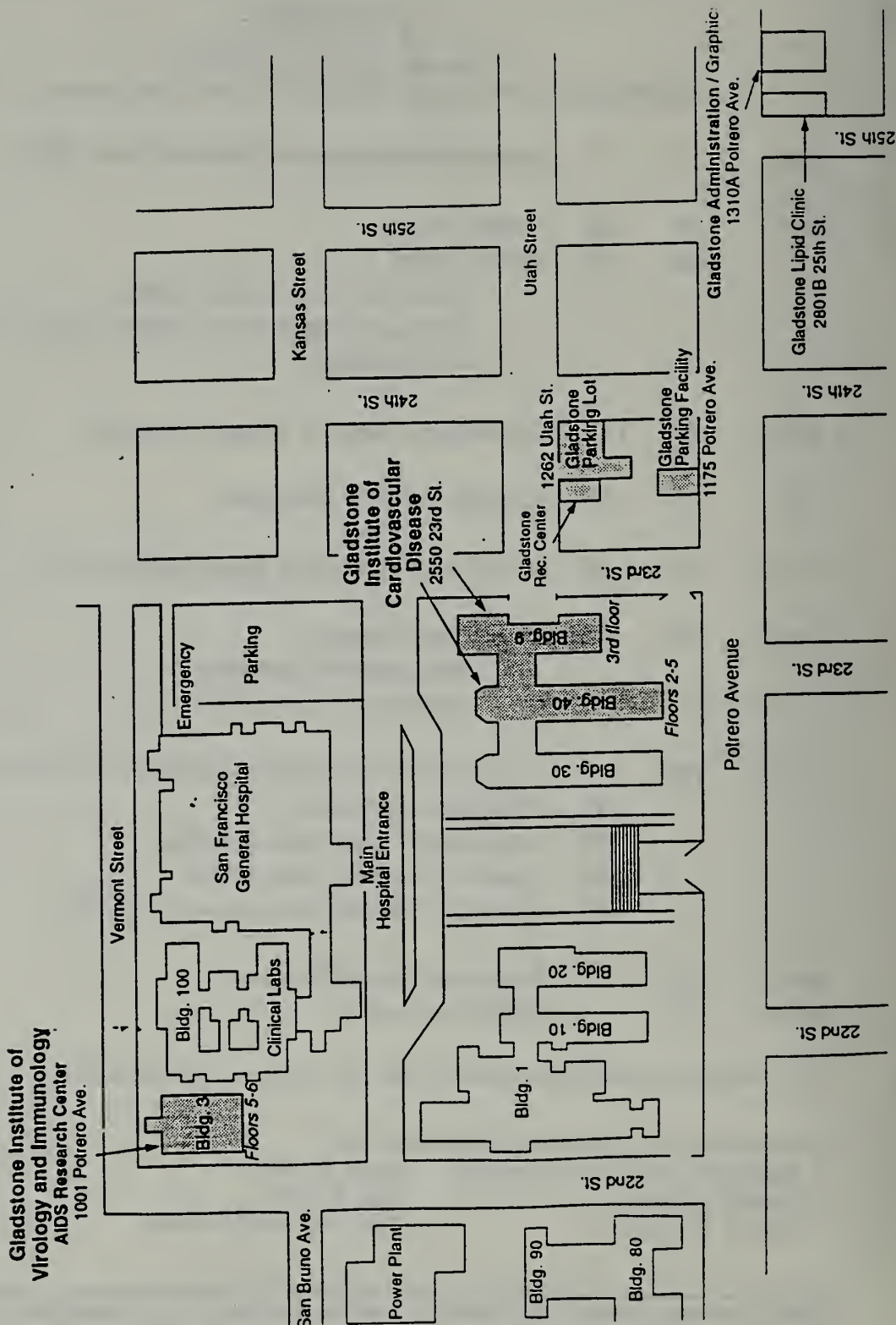
- Beneficiary Advisory Committee: April 19, 1996
- Governing Board: June 3, 1996
- Finance Committee: May 20 (Closed Session)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 775.7515 if you have any questions.

NEW LOCATION

Gladstone Institute of Virology and Immunology
Building 3, 1001 Potrero Avenue
Fifth Floor Conference Room

**PLEASE ARRIVE ON TIME FOR THE MEETING.
WE HAVE A LONG AGENDA.**



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**San Francisco Health Authority Governing Board
Minutes of the April 17, 1996 Meeting**

DOCUMENTS DEPT.

Chair: Sandra Hernandez

MAY 24 1996

Vice-Chair: David Soffa

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Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Richard Cordova, Steve Fields, Jack Fries, Stu Heard, Sandra Hernandez, Margaret Kisliuk, Susan Leal, Judith Mates, Josie Mooney, Kate O'Malley, Charles Range, Jo Ruffin, David Soffa, Sandra Stewart, Sophie Wong,

Absent: Judith Bell, Bill Kerr, Tom Harlan
Reece Fawley attended for Bill Kerr

I. Minutes and Agenda

The Agenda and Minutes, as corrected, were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that the Mayor's Economic Summit brought together a lot of people to focus on a lot of issues. The Mayor asked Dr. Hernandez to convene a Health Summit of people from the public and private sectors and consumers. She expects the summit to convene mid-summer but has not set a definite date. The Chair will keep the Governing Board informed.

III. CEO's Report:

Shahnaz introduced Dr. Sophia Chang, SFHA's newly-hired Medical Director. Dr. Chang discussed her qualifications and experience as a provider, researcher and educator in San Francisco.

Shahnaz reported that the Health Authority had responded to DOC's comments on SFHA's Knox-Keene license application. The major outstanding items are signed contracts with providers and subordinated loan agreements, and Tangible Net Equity. She reported that signed loan agreements had been received from St. Luke's, CPMG, UCSF, and Chinese Hospitals.

Shahnaz reported that SFHA had meetings with DHS to review the Health Authority's Detailed Design Application. She reported that DHS's response was positive and that they were impressed with the quality of the application. SFHA is working with DHS to expedite the approval process.

Shahnaz also reported on: 1) informal meetings with HCFA staff on FQHC and Blue Cross requirements; 2) status of the mainstream plans in contested counties; 3) SFHA kickoff meeting with Health Care Options program; 4) SFHA outreach activities; 5) status of educational materials, enrollment form, and the provider directory.

IV. Recommendations of the Rules Committee

Chair Kate O'Malley reported on the Rules Committee (Kate O'Malley, David Soffa, Judith Bell, Tom Harlan, Sandra Stewart) recommendations in an interim report.

Discussion/Action: She indicated that the committee would translate the recommendations into a Board resolution if they were approved. She presented the recommendations in detail. Jack Fries made the motion to approve the recommendations with a change to the wording on page 3. The motion was seconded. After discussion by the Board and the public, the motion was unanimously approved.

Sandra Stewart made a motion to have the Rules Committee articulate the process by which the goal of 51% of Beneficiary Committee membership will be plan members, will be achieved. The motion was seconded and unanimously approved.

V. Strategy for PCP Selection

Staff member Janie Tyre presented the options for PCP Selection.

Discussion/Action: Two options were presented. Option 1 would maintain historical market share and option 2 would favor the plan that was most attractive to beneficiaries. After considerable discussion, the Board unanimously voted to stop the discussion and vote on the motion. The motion passed with 13 affirmative votes, 1 negative, and 1 abstention.

The motion was made and seconded to adopt option 1. The motion passed unanimously.

VI. Pharmacy Benefit Management Co. Selection

Shahnaz presented the two finalists for the contract: Wellpoint Pharmacy Management and PCNIPS.

Discussion: Shahnaz indicated that only Wellpoint can take on a risk contract but there are also conflict of interest issues because Wellpoint is owned by Blue Cross. If Wellpoint is selected, these issues would have to be addressed in the contract. She also indicated that both companies came in above rate and negotiations are continuing with both of them. The finalist will make a presentation to the Board.

VI. Committee Reports:

Beneficiary Advisory Committee: BAC Chair Frederick Hobson gave the BAC report. He reported that BAC is working on a definition of a formal ombudsperson position, invited Governing Board members to attend BAC meetings, and requested that the Board continue to cover BAC member expenses.

Finance Committee: The Chair convened a closed session for the Finance Committee report.

Report Closed Session

The Chair reported that the Governing Board had discussed and adopted a strategy to reimburse FQHC's, a revised administrative budget and resulting provider rates, and contract elements to be included in provider contracts, including non-monetary strategies to support providers

VII. Public Comment/Adjournment

The meeting was adjourned at 9:35 p.m.

Jack Fries, Secretary Treasurer



MAY 24 1996

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Wednesday, June 5, 1996, 6:00 p.m.

Gladstone Institute, 1001 Potrero, 5th Floor Conf. Rm., San Francisco, CA 94109

- SF 6:00 I. V **Approval of Agenda and Minutes from 4/17/96** (attachment)
- H/18 6:15 II. (I) **Chair's Report**
- #1 6:15 III. (I) **CEO's Report**
- Two-Plan Model Implementation
Termination of Health Choice Contract
DDA and Knox- Keene update
Outreach Activities (Brochure attached)
FQHC's
Move Announcement
Other updates
- 6/5/96 6:35 IV. (V) **Proposed By-Law and Policy Changes Regarding Board Committees** (attachment)
- 6:55 V. (V) **Participation of Primary Care Providers in IPA's**
- 7:15 VI. (I) **Committees Reports**
- Beneficiary Committee (attachment)
Foundation Task Force Update
- 7:30 VII. (I) **Pharmacy Benefit Management Presentation**
- 8:10 VIII. *******CLOSED SESSION*******
- (I) Pharmacy Benefit Management Contract Rates
(V) Approval of Provider Agreements (attachment-Confidential)
- 8:30 IX **Report on Closed Session**
- 8:35 X **Public Comments**

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

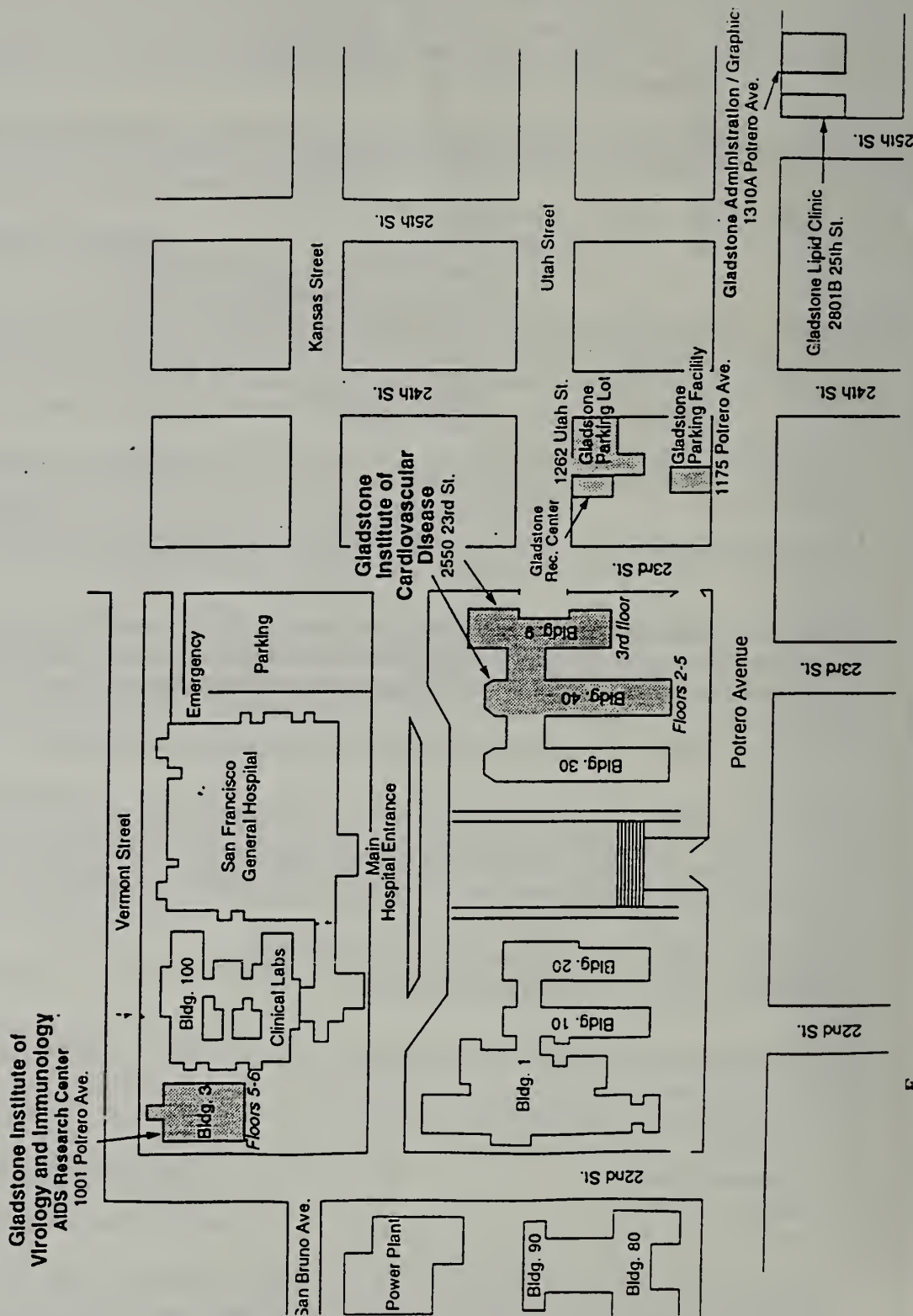
- Beneficiary Advisory Committee: June 7 and June 21, 1996
- Governing Board: July 3, 1996
- Finance Committee: July 15 (Closed Session)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 775.7515 if you have any questions.

NEW LOCATION

Gladstone Institute of Virology and Immunology
Building 3, 1001 Potrero Avenue
Fifth Floor Conference Room

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**San Francisco Health Authority Governing Board
Revised Minutes of the June 5, 1996 Meeting**

DOCUMENTS DEPT.

SEP 23 1996

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Judith Bell, Richard Cordova, Steve Fields, Bill Kerr, Tom Harlan, Sandra Hernandez, Susan Leal, Judith Mates, Kate O'Malley, Charles Range, Jo Ruffin, David Soffa, Sandra Stewart, Sophie Wong.

Absent: Jack Fries, Stu Heard, Margaret Kisliuk, Josie Mooney

I. Minutes and Agenda

The Agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that the Plan's staff is working with the State and HCFA regarding the two-plan model and enrollment. She also reported that the Mayor had submitted a budget which is extremely health-care supportive, and should be approved by the Board of Supervisors.

III. CEO's Report

Shahnaz reported that the only county under the two-plan model that is scheduled to be operational by July 1, 1996 is Alameda County. San Joaquin is a contested county and all AFDC beneficiaries are being defaulted to the Local Initiative. San Francisco is the only county where the commercial plan (Blue Cross) is scheduled to be operational before the Local Initiative.

Shahnaz reported that she had met with John Rodrigues and Joe Kelly regarding the priority of SFHP's review. The plan received the first comment letter from DHS to the DDA on June 4th. Most comments are not substantive, and address operational issues. The plan also received a second response from DOC. The outstanding issue are: provider contracts, operations manual, and subordinated loans necessary for TNE.

Shahnaz distributed the brochure that is being used by SFHP in conjunction with community outreach activities.

Shahnaz also reported that the State has adopted a strategy regarding reimbursement of FQHC's that is similar to the strategy proposed by SFHP. The State has concerns that "channeling" of patients to FQHC's may occur. Shahnaz reported that she had asked John Rodrigues and Joe Kelly to specifically work with the plans to identify the exact amount of the State's capitation that is attributable to FQHC's, and to streamline the reconciliation process. The FQHC's raised concerns regarding cash-flow problems, and the need for frequent reconciliations. The final status of the FQHC issue: It is uncomfortable, risky and uncertain.

Shahnaz reported that Health Choice lost the contract for Medi-Cal enrollment to Maximus effective August 1, 1996. Unfortunately, this date of transition coincides with the time that SFHP is scheduled to be enrolling.

Lastly, Shahnaz reported that the plan had moved to new offices at 568 Howard Street.

IV. Medical Director's Report

Dr. Chang reported on the Quality Improvement Program, the first meeting of the Q.I. Committee, State reimbursement for pharmaceutical services, interfaces with the public health system, and upcoming site reviews.

V. Committee Reports

Finance Committee: Stu Heard gave the Finance Committee report. The Resolution regarding Subordinated Loans for FQHC's was unanimously approved as amended by Sophie Wong (revised motion attached).

Beneficiary Advisory Committee: BAC Chair Frederick Hobson gave the BAC report covering activities during June and July. He reported that Hanna Choi had resigned as a BAC advocate member and that candidates are being identified to replace her. Sandra Stewart and Tony Leone had been elected co-chairs of BAC. Mr. Hobson reported on the BAC's work on the Member Advocate definition and requested that the Board consider creating a contract position. Mr. Hobson also reported on BAC's process for accepting new members. Prospective members must attend three meetings before BAC votes on approving their membership. He requested that the Board consider reimbursement of prospective member expenses. The Board Chair directed staff to present a status report on the BAC expense budget at the next Board meeting.

VI. Public Comments

There were no comments from the public and the meeting was adjourned at 7:35 p.m.

Jack Fries, Secretary

IV. Proposed By-Law and Policy Changes Regarding Board Committees

Rules Committee Chair, Kate O'Malley presented the Rules Committee's proposed amendments to the By-Laws and resolution regarding Committees. She reported that the Rules Committee had met three times, and that members of the Beneficiary Advisory Committee had attended the meeting and expressed concerns regarding terms, Co-Chair position, work groups and payments for stipends, childcare, and transportation. David Soffa moved that the proposal be adopted. Judith Bell proposed an amendment allowing for an annual election of the co-chair of the BAC. Following discussion by the Board and the public the amendment to the language was defeated by a vote of 8 noes, 4 ayes and 1 abstention. The motion to accept the Rules Committee's proposal was passed by a vote of 10 ayes and 3 noes.

V. Participation of Primary Care Providers in IPA's

Shahnaz reported that because several PCP's belong to both Chinese Community Health Care Association and California Pacific Medical Group, it would be necessary for the Board to confirm that PCP's would be allowed to participate in multiple IPA's. Sophie Wong moved to adopt a policy of restricting PCP's to one IPA. The Board and public discussed issues regarding competitive disadvantage and support of multiple IPA affiliation. The motion to restrict participation was defeated 1 aye and 12 noes.

VI. Committee Reports

Beneficiary Advisory Committee: BAC Chair Frederick Hobson gave the BAC report covering activities during April and May. He reported that his tenure as Chair of the BAC would expire next month, and requested clarification regarding BAC access to SFHA public records and documents. He also indicated that the Committee had sent a letter in support of SB1936. Dr. Hernandez inquired why the committee had not brought its recommendation to the board prior to taking a position on the bill and directed the staff to review the bill and the position of the BAC committee and inform the Board of the findings. Mr. Hobson noted that there was no specific written Board policy at the time that he wrote the letter.

Foundation Task Force: Chair David Soffa reported that the task force had considered options regarding the formation of a Foundation. Because of restrictions inherent to Foundation status, the task force recommended that a 501 (c)(3) with non-profit, non-taxable status be created with the name "Healthy San Franciscans". A formal proposal will be presented for adoption at an upcoming Governing Board meeting.

VII. Pharmacy Benefit Management Presentation

Representatives of PCN/IPS gave an informative presentation regarding their companies' structure, qualifications and managed care program. PCN/IPS have contracted with several local initiatives for PBM services, and cover a total of 9.5 million managed care lives. The presentation included an explanation of the prior authorization process used, and the development of a formulary for SFHP. Questions from the Board were answered, and the Chair convened a closed session for PBM contract rates and provider agreements.

IX. Report on Closed Session

The Chair reported that the Governing Board had discussed PBM rates and a number of provider agreements. The Governing Board gave authority to the CEO to execute contracts.

X. Public Comments

There were no comments from the public and the meeting was adjourned at 9:00 p.m.



San Francisco Health Authority Governing Board Agenda

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AUG 02 1996

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Wednesday, August 7, 1996 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

PLEASE NOTE THE NEW LOCATION - SEE MAP ON REVERSE SIDE

- 6:00 I. V Approval of Agenda and Minutes from 6/5/96
- 6:15 II. (I) Chair's report
- 6:30 III. (I) CEO's report
2-Plan Model Implementation: HCFA site review report
DDA and Knox- Keene status: Implementation Timeline
Meeting with State & Blue Cross representatives
Local Initiatives Collaboration
New Rates -- Contract Amendments
Operational Readiness
- Member/Provider Services (Jane Donegan)
- Provider Contracts & Marketing (Janie Tyre)
- MIS & Automated Accounting
- 7:00 IV (I) Medical Director's report
- Implementation of Quality Improvement Program
- Meeting with IPA Medical Directors
- 7:15 IV. Committee Reports
Finance Committee Report (Attachment 1)
(I) - Establishment of TNE Accounts
(I) - Assumption of Significant Risk
(I) - DHS Requirement Regarding Financial Security
(I) - Audit for Fiscal Year Ending 6/30/96
(V) - Approve Resolution Regarding Subordinated Loans for FQHC's to comply with AB911 (Attachment 2)
Beneficiary Committee Report
(I) - Chair's Report (Attachment 3)
(I) - Member Advocate Definition (Attachment 4)
(I) - Expense Reimbursement for Prospective BAC Members
- 7:50 V. Public Comment
- 8:00 VI. Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Governing Board: September 4, 1996
- Quality Improvement Committee: August 22, 1996
- Beneficiary Advisory Committee: August 16, 1996
- Finance Committee: August 14, 1996

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

DIRECTIONS TO SAN FRANCISCO HEALTH PLAN

568 Howard Street, 5th Floor
(between 1st and 2nd Streets)
San Francisco, California 94105
(415) 547-7800

From the Peninsula (San Francisco Airport):

Take 101 North toward San Francisco. Follow signs to the Bay Bridge. Take **Fourth Street**, the last exit on the right before the Bridge, onto Bryant Street (do **not** turn onto 4th Street). You may:

- Turn left on 2nd Street. Park in the lot on the left side of the street, after crossing Folsom St. Walk one and a half blocks to 568 Howard St.

OR

- Continue on 2nd St. Turn right on Mission St. Turn right on 1st St. Turn right on Howard. Three parking lots are located on Howard Street (two on left, one on right.)

From the East Bay:


Go over Bay Bridge. Take the Fremont Street exit on the right. The first traffic light after merging off the exit is Howard Street. Turn left on Howard Street. After crossing 1st Street, look for parking. Three parking lots are located on Howard Street (two on left, one on right.)

From the North Bay:

Take 101 South across the Golden Gate Bridge. Exit at the downtown/Lombard St. exit. Proceed on Lombard and turn right on Van Ness. Turn left on Bush. Continue on Bush. Bear to the left when Bush merges with 1st Street. As you cross over Market Street, you will be on 1st Street. Continue on 1st Street and turn right on Howard. Three parking lots are located on Howard (two on left, one on right.)

Parking:

Before 6 p.m., there is 30-minute metered parking on Howard Street. Between 4 and 6 p.m., cars are towed on the right side of the street. After 6 p.m., on-street parking is available at no cost. See map below for nearby lots.

	F R E M O N T	TO BAY BRIDGE	2 ND S T	3 RD S T	4 TH S T
HARRISON →				↓	↑
FOLSOM ←	↓	1 ST S T ↑ P P	P	H A W T H	
HOWARD →		P P ▼ P	P P	O R N E	
MISSION	TRANSBAY TERMINAL	P 568 San Francisco  HEALTH PLAN	P	N. P M O M A N T	MOSCONE CENTER YERBA BUENA CENTER P
MARKET		1 ST S T	ANA HOTEL	G Y ↑ SHERATON PALACE HOTEL	MARRIOTT HOTEL

P = PARKING

**San Francisco Health Authority Governing Board
Minutes of the August 7, 1996 Meeting**

DOCUMENTS DEPT.

SEP 23 1996

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Richard Cordova, Steve Fields, Bill Kerr, Stu Heard, Sandra Hernandez, Margaret Kisliuk, Judith Mates, Kate O'Malley, Charles Range, Jo Ruffin, David Soffa, Sandra Stewart, Sophie Wong.

Absent: Debra Barnes, Jack Fries, Tom Harlan, Susan Leal, Josie Mooney

I. Minutes and Agenda

The minutes were unanimously approved as amended (revised minutes attached). The agenda was unanimously approved.

II. Chair's Report

Dr. Hernandez reported that it does appear that President Clinton is going to sign the Welfare Reform bill. San Francisco's Health and Social Services departments have been working together to assess the impact on services. For legal immigrants only, they estimate that the city will lose \$93 million. The Mayor and city lobbyists were very active in opposing the bill. There are strong regional efforts to anticipate the welfare components, but the State doesn't appear to have a plan for implementing welfare reform. The Chair reported that she had met with HCFA on 1115 waiver and essentially little was said, but some parameters were laid down, e.g. must have county hospital, no increase in federal matching participation; and no change in disproportionate share. The county has a lot of work to do on its 1115 waiver plan before forwarding it to the State.

III. CEO's Report

Shahnaz reported on the Two-Plan model. It has been implemented in Alameda and Kern counties. There were a lot of mistakes made in Kern and a lot of difficulties. HCFA has done site reviews of Alameda and written deficiency letter. The State is demanding more of San Francisco because of the HCFA findings in Alameda.

Shahnaz reported on the status of SFHA's Knox-Keene license and DDA approvals. Licensing of the health plan may occur in the next couple of weeks. Staff is working very diligently on the DDA and responding to DHS comments. She expects to have a better idea of the start date by end of August.

Shahnaz reported on a meeting with DHS, Dr. Hernandez and John Monahan (Blue Cross) about delaying implementation of the commercial plan until both plans are operational in SF. Blue Cross was unwilling to delay its start-up. Shahnaz reported the Blue Cross enrollment statistics for July and August. The Board requested the report be included in the Board packet every month.

Shahnaz also reported on collaboration with other local initiatives and on the new rates.

Jane Donegan reported on the operational readiness of the Member Services and Provider Relations Department.

Shahnaz also reported on the activities of the California Alliance of Local Health Plans, meetings with Health Care Options, Provider Contract amendment, MIS and Accounting.

IV. Medical Director's Report

Dr. Chang reported on the Quality Improvement Program, the first meeting of the Q.I. Committee, State reimbursement for pharmaceutical services, interfaces with the public health system, and upcoming site reviews.

V. Committee Reports

Finance Committee: Stu Heard gave the Finance Committee report. The Resolution regarding Subordinated Loans for FQHC's was unanimously approved as amended by Sophie Wong (revised motion attached).

Beneficiary Advisory Committee: BAC Chair Frederick Hobson gave the BAC report covering activities during June and July. He reported that Hanna Choi had resigned as a BAC advocate member and that candidates are being identified to replace her. Sandra Stewart and Tony Leone had been elected co-chairs of BAC. Mr. Hobson reported on the BAC's work on the Member Advocate definition and requested that the Board consider creating a contract position. Mr. Hobson also reported on BAC's process for accepting new members. Prospective members must attend three meetings before BAC votes on approving their membership. He requested that the Board consider reimbursement of prospective member expenses. The Board Chair directed staff to present a status report on the BAC expense budget at the next Board meeting.

VI. Public Comments

There were no comments from the public and the meeting was adjourned at 7:35 p.m.

Jack Fries, Secretary

San Francisco Health Authority
 Governing Board
Agenda

DOCUMENTS DEPT.

SEP 23 1996

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Wednesday, October 2, 1996, 6:00p.m.

568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. V Approval of Agenda and Minutes from 8/7/9 (Attachment)**
- 6:15 II. (I) Chair's report**
- 6:30 III. (I) CEO's report**
- Operational Timeline for 2-Plan Model Implementation
 - Enrollment: Maximus operational readiness
 Commercial Plan Enrollment (492 for August)
 - Revised rates
 - Contract Amendments
 - FQHC contracts
 - Marketing and Outreach (Attachment 1)
- 6:45 IV (I) Medical Director's report**
- (I) - Update on QI Committee
 - (V) - Approval of Quality Improvement Program (Attachment 2)
- 7:00 V. Committee Reports**
- Beneficiary Committee Report**
- (I) - Chair's Report
 - (I) - 1996-97 Budget (Attachment 3)
 - (V) - Member Advocate Definition (Attachment 4)
 - (V) - Approval of New Member (Maria Torre)
 - (V) - Expense Reimbursement for Prospective Members
 - (V) - Expense Reimbursement for Members to attend Board meetings
- 7:20 Finance Committee Report**
- (I) - Status of Assumption of Risk
- 7:30 ***** CLOSED SESSION *******
- (V) - Revised Rates
- ***** END OF CLOSED SESSION *******
- (I) - Report on Closed Session
- 7:50 VI. Public Comment**
- 8:00 VII. Adjournment**

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: October 4, 1996
- Finance Committee: October 21, 1996
- Quality Improvement Committee: October 24, 1996
- Governing Board: November 6, 1996

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

San Francisco Health Authority Governing Board
Minutes of the October 2, 1996 Meeting

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OCT 31 1996

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Susan Leal, Judith Mates, Josie Mooney, Kate O'Malley, Charles Range, Jo Ruffin, David Soffa.

Absent: Judith Bell, Bill Kerr, Margaret Kisliuk, Sandra Stewart, Sophie Wong.

I. Minutes and Agenda The agenda and minutes were unanimously approved.

II. Chair's Report The Chair did not make a report.

III. CEO's Report

Two-Plan Model Implementation. Shahnaz reported that DHS has assigned the San Francisco Health Plan a provisional start date of January 1, 1997. She said that many things still need to be done, such as finalization of the Provider Directory and contract amendments, etc. With the January 1, implementation timeline, San Francisco will be the third county in which the two-plan model has been implemented. The others were Alameda and Kern.

Enrollment. Shahnaz reported that mistakes have been made at Health Care Options as transitions between the old contractor, Benova, and the new contractor, Maximus is taking place. SFHP wants to arrange to work with the new contractor to ensure continuity.

Revised Rates/FQHC Contracts. Shahnaz reported that SFHP has received revised rates from the State which are higher. SFHP has developed a contract for FQHC's which will make them whole and intends to have them executed within the week.

Provider Directory/Contracts. Shahnaz reported that a lot of effort has gone into ensuring that the Provider Directory is correct, but that they are finding errors at the last minute. In addition, SFHP does not yet have a contract with CPMG/NEMS and may have to exclude them from the directory.

Marketing and Outreach. Amaha Kassa, SFHP's Organizing Director, reported on the Outreach Program.

IV. Medical Director's Report

Dr. Chang reported that the Quality Improvement Program had been approved by the Quality Improvement Committee. The Governing Board unanimously approved the Quality Improvement Program.

V. Committee Reports

Beneficiary Advisory Committee: Shahnaz reported that both Judith Bell and Sandra Stewart had resigned and that BAC Chair Tony Leone was ill. The Governing Board voted to carry the BAC's agenda items over to the next meeting.

Finance Committee: Chair Jack Fries gave the Finance Committee report. He reported that the Finance Committee had developed a creative solution and submitted a draft to the state showing how the Plan will assume risk. The Committee is very optimistic that this proposal will be approved. The Plan will also provide excess insurance to providers and receive a portion of the capitation in recognition of having assumed part of the risk.

The Governing Board went into closed session.

**** CLOSED SESSION ****

**** END OF CLOSED SESSION ****

Chair Sandra Hernandez reported that revised rates had been reviewed, discussed, and unanimously agreed upon.

VI. Public Comments

No public remained at the end of the closed session. The meeting was adjourned at 8:30 p.m.

Jack Fries, Secretary

San Francisco Health Authority
Governing Board
Agenda

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OCT 31 1996

SAN FRANCISCO
PUBLIC LIBRARYWednesday, November 6, 1996 6:00 p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. V Approval of Agenda and Minutes from 10/2/96 (Attachments)
- 6:15 II. (I) Chair's report
- 6:30 III. (I) CEO's report
- Start-up timeline & Issues
 - DHS & HCFA Site Reviews
 - Enrollment issues and HCO/Maximus transition
 - PCP Assignment Methodology
 - Other updates
- MARKETING/OUTREACH UPDATE
PROGRAM COMMITTEE UPDATE
- 6:45 IV. (I) Medical Director's report
- 6:50 V. (I) Presentation on FQHCs
- 7:00 VI. Committee Reports
- Beneficiary Committee Report
- (I) - Chair's Report
 - (V) - Approval of New Governing Board Representatives:
 - Frederick Hobson (advocate seat)
 - Libah Sheppard (beneficiary seat)
 - (V) - Approval of New Member (Maria Torre)
 - (V) - REQUEST FOR Expense Reimbursement for Prospective Members (Attachment 3)
 - (V) - REQUEST FOR Expense Reimbursement for Members to attend Board meetings
 - (V) - Member Advocate Definition (Attachment 4)
- 7:20 Finance Committee Report (Attachment 5)
- 7:30 VII. (V) ***** CLOSED SESSION *****
- FQHC payment RATES
 - (I) -RATES: STOP LOSS POLICY
- ***** END OF CLOSED SESSION *****
- (I) - Report on Closed Session
- 7:50 VIII. Public Comment
- 8:00 IX. Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: November 15, 1996
- Finance Committee: November 18, 1996
- Quality Improvement Committee: November 21, 1996
- Governing Board: December 4, 1996

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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/96
San Francisco Health Authority Governing Board
Minutes of the November 6, 1996 Meeting

DOCUMENTS DEPT.

Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Judith Bell, Richard Cordova, Steve Fields, Bill Kerr, Tom Harlan, Stu Heard, Sandra Hernandez, Judith Mates, Charles Range, Jo Ruffin, David Soffa, Sophie Wong.

Absent: Debra Barnes, Jack Fries, Margaret Kisliuk, Susan Leal, Josie Mooney, Kate O'Malley

JAN 10 1997

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I. Minutes and Agenda

The Agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that:

- Governor Wilson has issued emergency regulations for the elimination of prenatal care from undocumented aliens. They may receive only emergency care, no postpartum care. The County, however, is committed to continuing to provide prenatal care.
- A blue ribbon committee has been formed to focus on universal health care in San Francisco. Dr. Hernandez is the Chair and will provide future updates.
- There is a breast cancer summit on Saturday, November 9.

III. CEO's Report

Shahnaz introduced Mary Menz, SFHP's health plan advisor at DHS, and Sharon Yee, the HCFA county liaison for San Francisco Health Plan. HCFA will be conducting site reviews of SFHP and will be at SFHP on 11/15 and 11/19. Shahnaz also reported that:

- January 1, 1997 is the start-up date for the health plan
- The Provider Directory and the marketing brochure are ready for distribution
- There may be 100% conversion in January, but the issue is the HCO contractor, Benova, which is having difficulties handling the enrollment process. THE SFHP and other plans have had major concerns about Benova's performance over the last four months, and DHS has grave concerns regarding Benova's current capabilities. Benova has received the appropriate materials for SF start-up, but it has not given the Two-Plan model presentation yet. Beneficiaries are not yet being informed about the SFHP. SFHP will be holding training sessions for Benova.
- SFHP is doing all that it can to plan properly for start-up, but it is difficult to do this without more certainty that the enrollment process will occur.
- Enrollment forms will be provided to all SFHP provider sites to make it easy for beneficiaries to enroll.
- On default enrollment and enrollees who have not chosen a primary care provider, SFHP will first attempt to match enrollees with their historical providers. If that information is not available, then will follow the PCP assignment policies already approved by the governing board.

Marketing/Outreach Update: Janie Tyre, Marketing and Business Development Director, reported on the marketing program. SFHP will follow a community-based outreach methodology which has proven to be more effective with SFHP's target population. Staff is being trained, and doing tabling at health fairs and different sites. Several direct mail pieces are planned for the next few months, and outreach staff is continuing to provide staff trainings at community sites, distributing information through many community and public organizations and providers. Two additional outreach workers from the Latino and Chinese communities will be joining the Plan in the next month.

Program Committee Update: Ms. Tyre reported that SFHP did a mailing to a large number of providers, received 15-16 applications, and will be presenting prospective members to the Board at a future meeting.

IV. Medical Director's Report

Dr. Chang introduced a new staff member, Russ Provenzo, who is the QI Manager. She reported that the Q.I. Program had been provisionally approved by the state and that she can now move ahead to train providers. SFHP has completed full-scope facility site reviews on a 10% sample of the PCP sites and is moving ahead with the administrative audits of the medical groups. SFHP is also close to finalizing the formulary and will be holding a kick-off meeting on 11/14/96 for participating pharmacies. Overall, the focus is becoming operational and preparing people for January 1.

V. Presentation on FQHC's

Katie Kiedrowski of Birch & Davis Health Management Corporation gave a presentation and answered questions about Federally Qualified Health Centers.

VI. Committee Reports

Beneficiary Advisory Committee:

- The Board discussed the Member Advocate definition as presented by the BAC. The Board took no action, but requested a summary of the grievance procedure from the Q. I. Committee.
- The Board approved Maria Torre as a new beneficiary member of the Beneficiary Committee. Ms Torre's children are AFDC recipients.
- The Board approved reimbursement of childcare and transportation expenses for six months for prospective Beneficiary Committee members. This reimbursement covers the three meetings that the BAC requires prospective members to attend prior to the BAC recommending them for Committee membership. There will be no additional funds and these expenses must be reimbursed from the current Committee budget.
- The Board approved reimbursement of childcare and transportation expenses for six months for Beneficiary Committee members to occasionally attend Governing Board meetings. There will be no additional funds and these expenses must be reimbursed from the current Committee budget.
- The Board approved a motion to defer approval of Beneficiary Committee names brought forward as Governing Board nominees until the membership of the Committee reaches at least 90% of the membership configuration required in the Bylaws.

Finance Committee: The Governing Board adjourned to closed session.

**** CLOSED SESSION ****

VII. FQHC Payment Rates

**** END OF CLOSED SESSION ****

VIII. Report on Closed Session

The Chair reported that the Governing Board had discussed FQHC payment rates and various scenarios based on a sensitivity analysis of the rates.

X. Public Comments

There was no public remaining after the closed session and the meeting was adjourned at 9:30 p.m.

Jack Fries, Secretary



San Francisco Health Authority Governing Board Agenda

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Wednesday, December 4, 1996, 6:00 p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

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1/4/96
- | | | | | |
|------|-------|-----|---|--------------|
| 6:00 | I. | V | Approval of Agenda and Minutes from 11/6/96 | (Attachment) |
| 6:15 | II. | (I) | Chair's report | |
| 6:30 | III. | (I) | CEO's report | |
| | | | - Start-up issues | |
| | | | - HCFA site review | |
| | | | - HCO: contractor transition issues | |
| | | | - Default enrollment update | |
| | | | - Complaint filed with Ethics Commission of City & County | |
| | | | - FQHC update | |
| | | | - Other updates | |
| 6:45 | IV. | (I) | Medical Director's report | |
| 6:55 | V. | (V) | Approval of affiliation with Kaiser Health Plan | |
| 7:10 | VI. | (V) | Approval to send notice to Beneficiary Committee, pursuant to Section 5.14(a) of the SFHA Bylaws, of the Governing Body's intent to appoint persons to the Committee in the event that in 60 days the Committee has not filled its vacancies and thus has not brought the Committee in compliance with Section 5.14(a). | |
| 7:25 | VII. | | Committee Reports | |
| | | (I) | Finance Committee | |
| | | (I) | Quality Improvement Committee | |
| | | (I) | Beneficiary Committee | |
| | | | • Request regarding Governing Body appointments | (Attachment) |
| 7:50 | VIII. | | Public Comment | |
| 8:00 | IX. | | Adjournment | |

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: December 6, 1996
- Finance Committee: December 2, 1996
- Quality Improvement Committee: December 11, 1996
- Governing Board: January 8, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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1/4/96
San Francisco Health Authority Governing Board
Minutes of the December 4, 1996 Meeting

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JAN 10 1997

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Jack Fries, Steve Fields, Tom Harlan, Stu Heard, Josie Mooney, Kate O'Malley, Jo Ruffin, Sophie Wong.

Absent: Judith Bell, Richard Cordova, Sandra Hernandez, Bill Kerr, Margaret Kisliuk, Susan Leal, Judith Mates, Charles Range, David Soffa,

Jack Fries chaired the meeting. Less than a quorum of the members attended.

I. Minutes and Agenda

No action taken.

II. Chair's Report

There was no Chair's report.

III. CEO's Report

The CEO presented her report. She confirmed that the Plan start-up date is still January 1, 1997, however the State has not sent the contract and the rates are not confirmed. The State has said that they will get it to the Plan as soon as possible. The CEO also reported on the following:

- People have already signed up with the Plan and the state will enter the names of the people who have selected SFHP as well as those who have been defaulted. SFHP may receive 2000 to 6000 lives, but there is no way to know. 100% conversion will not occur in January. SFHP will not receive the MEDS tape until 12/28 which will reduce the Plan's processing time.
- HCFA site review was completed. HCFA will report to state by end of month.
- The State enrollment contractor, Benova, will close its office on 12/28/96 and transfer responsibility to the new contractor, Maximus. SFHP has met with the president of Maximus to express its concerns and they appear to be taking the concerns seriously. Maximus has increase staff and MIS capability. The Plan is hoping for a smooth transition.
- The commercial plans have asked the State to change the default enrollment policy. They want to change the minimums and maximums to make it 50:50. The Local Initiatives responded with a letter writing campaign and met with Kim Belshe to present their position. The state has indicated that it does not intend to change its policy drastically in 2-plan counties. DHS will publish its decision in the next few weeks.
- CaliforniaCare has 2000 lives and received the default enrollment in December.
- A complaint against the Governing Board has been filed with the County Ethics Commission. Neither the nature of the complaint, nor whether the Commission has jurisdiction is clear. SFHP has drafted a letter to the Commission in response indicating that SFHP will cooperate in determining whether the Commission has jurisdiction. The complaint was filed by one of the Beneficiary Committee's nominees to the Governing Board.
- The coalition of local initiatives and commercial plans have been active on trying to change the State's FQHC payment mechanism. Representatives of the FQHC Coalition met with the State representatives, Bruce Vladick (HCFA), and wrote a letter to Kim Belshe presenting their financial analysis to show how the State's policy puts the health plans in financial jeopardy.

IV. Medical Director's Report

Dr. Sophia Chang reported that:

- She met with emergency room directors and will be sending out policy letters. She said that they can help in educating patients on contacting their primary care providers.
- ThePlan is responsible for ensuring providers across the Plan have been trained and that standards are consistent on provision of services and referral to services that are out of plan.

V. Approval of Affiliation with Kaiser Health Plan

No action taken.

VI. Approval to send notice to Beneficiary Committee...

No action taken.

VI. Committee Reports

Finance Committee: The treasurer, Jack Fries, reported that he is concerned about FQHC's and the financial issues. He presented a proposal for how SFHP might maintain its financial viability if the State's FQHC reimbursement policy does not change.

Quality Improvement Committee: Dr. Chang reported that the PCP site reviews and the IPA Administrative reviews had been completed. The Plan still has to ensure that the utilization management policy and procedures are in place. She also reported that the formulary had been approved after extensive input from providers and it is more comprehensive than the Medi-Cal formulary. SFHP is also exploring having an advice nurse service for after-hours so that SFHP will be providing 24-hour, 7 day per week coverage with appropriate medical triage.

Beneficiary Advisory Committee: There was no Beneficiary Committee report.

VIII. Public Comments

There was no public comment.

IX. Adjournment

The meeting was adjourned at 8:20 pm.

Jack Fries, Secretary



**San Francisco Health Authority
Governing Board
Agenda**

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JAN 10 1997

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Wednesday, January 15, 1997, 6:00 p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- 5/97
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|------|-------|-----|---|
| 6:00 | I. | (V) | Approval of Agenda and Minutes from 11/6/96 & 12/4/96 <i>(Attachment)</i> |
| 6:15 | II. | (I) | Chair's report |
| 6:30 | III. | (I) | CEO's report
Operational Update
Enrollment statistics
DHS Contract and new rates
PacifiCare contract
Kaiser contract
Changes in 2-Plan Model default policy
Other |
| 6:45 | IV. | (I) | Medical Director's report |
| 7:00 | V. | (V) | Approval to send notice to Beneficiary Committee, pursuant to Section 5.14(a) of the SFHA Bylaws, of the Governing Board's intent to appoint persons to the Committee in the event that in 60 days the Committee has not filled its vacancies and thus has not brought the Committee in compliance with Section 5.14(a). |
| 7:15 | VI. | | Committee Reports |
| | | | Finance Committee |
| | | (V) | • Consideration of FQHC proposal regarding subordinated loans and default enrollment <i>(Attachment)</i> |
| | | | Beneficiary Committee |
| | | (V) | • Request regarding Governing Body Appointments <i>(Attachment)</i> |
| 7:50 | VII. | | Public Comment |
| 8:00 | VIII. | | Adjournment |

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- | | |
|-----------------------------------|------------------|
| • Beneficiary Advisory Committee: | January 17, 1997 |
| • Finance Committee: | January 27, 1997 |
| • Quality Improvement Committee: | January 30, 1997 |
| • Governing Board: | February 5, 1997 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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San Francisco Health Authority Governing Board
Minutes of the January 15, 1997 Meeting

JAN 31 1997

SAN FRANCISCO
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The Chair convened the meeting at 6:20 p.m. The agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that:

- The FQHC coalition has had a number of meetings with the State. One proposal under consideration is that all providers be reimbursed at the same rates and FQHC's settle directly with the State. The coalition proposed a wraparound methodology with specific outcome measures.
- The governor released the budget and DPH has done a lengthy analysis. There is little change in Medi-Cal areas, but huge reductions in welfare expenditures. The governor did not propose reductions for illegal immigrants, but the loss in SSI for legal immigrants has led to a massive naturalization campaign to offset the impact. Also labor and delivery will be covered as an emergency expenditure, but not preventive pre-natal care.

III. CEO's Report

Shahnaz reported that:

- SFHP began operation on January 1, 1997 with 1110 members who chose SFHP but no default enrollment because of the change in HCO contractors.
- SFHP is still performing HCO functions of mailing beneficiaries enrollment information and forms.
- SFHP is still waiting to hear about default enrollment. At least another 1000+ have chosen SFHP, but the Plan has not yet received their names from the DHS.
- Enrollment packets for all mandatory fee-for-service eligibles are supposed to have gone out 1/15. Full conversion will be March 1, but SFHP cannot predict enrollment or financial condition over next couple of months.
- SFHP completed mass mailing to all providers of selected policies and procedures to inform them so that they can better serve members.
- New rates should be formally issued in a few days and contracts will be amended retroactive to January 1.
- SFHP has executed an agreement with PacifiCare to rollover approximately 2300 members to SFHP effective April 1. Providers to these members are in SFHP's provider network thus ensuring continuity of care.
- SFHP is also pursuing a similar agreement with Kaiser Health Plan to rollover approximately 2000 members but Kaiser would be added to the provider network. Governing Board members expressed concern about adding a new provider to the network and directed Shahnaz to negotiate the contract and present it to the Board for approval.
- State is under pressure by commercial plans to change default enrollment policy. SFHP and other local initiatives have been lobbying against changing the policy.
- Shahnaz introduced the new CFO, David Brokasky.

IV. Medical Director's Report

Dr. Sophia Chang reported that:

- The formulary and provider manual were completed and distributed and that the system is working well.
- SFHP is conducting the medical group medical management systems audits.
- SFHP is working on coordination of services with the carved out services, e.g., CCS and Mental Health
- As of January 1, the Advice Nurse system is in place and provides information to PCP's, PCP information to members, and urgent care information.

V. Approval to send notice to Beneficiary Committee...

After discussion of the motion, the Governing Board voted to table the motion. The Board requested a report on the Beneficiary Committee composition at the next meeting.

VI. Committee Reports

Finance Committee: After discussion, the Governing Board voted to table the motion because the issues are being addressed by the FQHC coalition and may be resolved by March 1.

Beneficiary Advisory Committee: There was no Beneficiary Committee report. After discussion and public comment, the Governing Board voted to forward the names of the Beneficiary Committee nominees to the Board of Supervisors with a letter expressing the Board's concerns about the composition of the Committee.

VIII. Public Comments

There was no public comment.

IX. Adjournment

The meeting was adjourned at 8:40 pm.

Jack Fries, Secretary

**San Francisco Health Authority
 Governing Board
 Agenda**

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JAN 31 1997

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Wednesday, February 5, 1997, 6:00 p.m.

568 Howard Street, 5th Floor, San Francisco, CA 94105

- 5/97
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|------|-------|-----|---|--------------|
| 6:00 | I. | (V) | Approval of Agenda and Minutes from 1/15/97 | (Attachment) |
| 6:15 | II. | (I) | Chair's report | |
| 6:30 | III. | (I) | CEO's report
Operational Update
Enrollment statistics
March conversion
Default policy
New DHS rates
New and Re-appointed Board Members | (Attachment) |
| 6:45 | IV. | (I) | Medical Director's report
Pharmacy Update
CCS Coordination
Statewide Medical Directors' issues | |
| 7:00 | V. | (V) | Resolution 97-01 to approve Program Committee Members | (Attachment) |
| 7:15 | VI. | | Committee Reports | |
| | | (I) | Quality Improvement Committee
• Medical Group Audits
• QI Annual Work Plan | |
| | | (V) | Beneficiary Committee
• Approval of Linda Johnson as new Beneficiary Committee member | |
| | | | *****CLOSED SESSION***** | |
| 7:30 | VII. | (V) | Approval of Kaiser contract rates
*****END OF CLOSED SESSION***** | |
| | | (I) | Report on Closed Session | |
| 7:50 | VIII. | | Public Comment | |
| 8:00 | XI. | | Adjournment | |

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: February 7, 1997
- Finance Committee: February 10, 1997
- Quality Improvement Committee: February 27, 1997
- Governing Board: March 5, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.



San Francisco Health Authority
Governing Board
Agenda

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FEB 28 1997

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Wednesday, March 5, 1997, 6:00 p.m.

568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. (V) **Approval of Agenda and Minutes from 1/15/97** (Attachment)
- 6:15 II. (I) **Chair's report**
- 6:30 III. (I) **CEO's report**
Operational Update
Enrollment statistics
State Assembly Committee on Health - Meeting on Medi-Cal Managed Care
New and Re-appointed Board Members (Attachment)
Other
- 5/97 6:45 IV. (I) **Medical Director's report**
Pharmacy Update
CCS Coordination
Statewide Medical Directors' issues
- 7:00 VI. (V) **Resolution 97-01 to approve Program Committee Members** (Attachment)
- 7:15 VII. **Committee Reports**
Quality Improvement Committee
(V) • **Resolution 97-02 to re-appoint Quality Improvement Committee Members** (Attachment)
(I) • *Medical Group Audits*
(I) • *QI Annual Work Plan*
Beneficiary Committee
(I) • *BOS Approval of new BAC representatives to Governing Board*
(I) • *Summary of SFHP Beneficiary Committee Recruitment* (Attachment)
(V) • *Approval new Beneficiary Committee member: Linda Johnson*
Finance Committee
(V) • *Resolution regarding FQHC reimbursement* (Attachment)
- *****CLOSED SESSION*****
(V) • *Approval of Kaiser contract rates*
****END OF CLOSED SESSION****
(I) • *Report on Closed Session*
- 7:50 VIII. **Public Comment**
- 8:00 IX. **Adjournment**

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: March 7, 1997
- Quality Improvement Committee: March 27, 1997
- Governing Board: April 2, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

**San Francisco Health Authority Governing Board
Minutes of the January 15, 1997 Meeting**

filed under: Minutes

Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Richard Cordova, Steve Fields, Jack Fries, Tom Harlan, Stu Heard, Sandra Hernandez, Josie Mooney, Kate O'Malley, Jo Ruffin, Sophie Wong.

Absent: Steve Agostino, Bill Kerr, Susan Leal, Judith Mates, Charles Range, David Soffa,

I. Minutes and Agenda

The Chair convened the meeting at 6:20 p.m. The agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that:

- The FQHC coalition has had a number of meetings with the State. One proposal under consideration is that all providers be reimbursed at the same rates and FQHC's settle directly with the State. The coalition proposed a wraparound methodology with specific outcome measures.
- The governor released the budget and DPH has done a lengthy analysis. There is little change in Medi-Cal areas, but huge reductions in welfare expenditures. The governor did not propose reductions for illegal immigrants, but the loss in SSI for legal immigrants has led to a massive naturalization campaign to offset the impact. Also labor and delivery will be covered as an emergency expenditure, but not preventive pre-natal care.

III. CEO's Report

Shahnaz reported that:

- SFHP began operation on January 1, 1997 with 1110 members who chose SFHP but no default enrollment because of the change in HCO contractors.
- SFHP is still performing HCO functions of mailing beneficiaries enrollment information and forms.
- SFHP is still waiting to hear about default enrollment. At least another 1000+ have chosen SFHP, but the Plan has not yet received their names from the DHS.
- Enrollment packets for all mandatory fee-for-service eligibles are supposed to have gone out 1/15. Full conversion will be March 1, but SFHP cannot predict enrollment or financial condition over next couple of months.
- SFHP completed mass mailing to all providers of selected policies and procedures to inform them so that they can better serve members.
- New rates should be formally issued in a few days and contracts will be amended retroactive to January 1.
- SFHP has executed an agreement with PacifiCare to rollover approximately 2300 members to SFHP effective April 1. Providers to these members are in SFHP's provider network thus ensuring continuity of care.
- SFHP is also pursuing a similar agreement with Kaiser Health Plan to rollover approximately 2000 members but Kaiser would be added to the provider network. Governing Board members expressed concern about adding a new provider to the network and directed Shahnaz to negotiate the contract and present it to the Board for approval.
- State is under pressure by commercial plans to change default enrollment policy. SFHP and other local initiatives have been lobbying against changing the policy.
- Shahnaz introduced the new CFO, David Brokasky.

**San Francisco Health Authority Governing Board
Minutes of the March 5, 1997 Meeting**

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MAY 02 1997

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Chair: Sandra Hernandez

Vice-Chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Stu Heard, Judith Mates, Josie Mooney, Charles Range, Jo Ruffin, David Soffa, Sophie Wong, Anthony Wagner

Absent: Debra Barnes, Tom Harlan, Sandra Hernandez, Kate O'Malley

David Soffa chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:20 p.m. The agenda and minutes were unanimously approved.

II. Chair's Report

There was no Chair's Report.

III. CEO's Report

Shahnaz welcomed four re-appointed Governing Board members, Jack Fries, Stu Heard, Charles Range, and David Soffa; and one new member, Anthony Wagner, who replaced Richard Cordova. Shahnaz reported on:

- Attending the State Assembly Committee on Health's hearing on the Two-Plan model
- Enrollment status and SFHP's difficulties in obtaining the default enrollment tape
- How PCP's were assigned
- Resignation of Bill Kerr from the Governing Board and announced his replacement, Bruce Schroffel
- Resignation of Sophia Chang, the Medical Director, effective at end of March

IV. Medical Director's Report

Dr. Sophia Chang reported on:

- Resolution of pharmacy issues
- Formulary expansion
- Implementation of a procedure for prior authorization of prescriptions
- The statewide issue of mental health pharmaceuticals, which are not carved-out
- CCS coordination

V. Resolution 97-01 to approve Program Committee Members

Steve Fields presented the resolution and described the recruitment process and purpose of the Committee. The motion was approved.

VI. Committee Reports

Quality Improvement Committee: Judith Mates presented Resolution 97-02 to re-appoint the Quality Improvement Committee and spelled out the rotation on the Committee. The motion was approved with minor editorial changes. Dr. Mates also reported that the Medical Group audits had been completed and the Q.I. Work Plan had been approved.

Beneficiary Advisory Committee: Maria Villa reported that the nominations of Frederick Hobson and Libah Sheppard as the Beneficiary Committee representatives to the Governing Board had been approved by

the Board of Supervisors and had been sent to the Mayor for signature. Linda Johnson was approved as a new member of the Beneficiary Committee.

Finance Committee:

The Finance Committee presented the proposal regarding FQHC reimbursement. The Finance Committee proposed that if there is no change in State policy regarding FQHC reimbursement, that the Plan's FQHC's agree to provide subordinated loans to SFHP for any reimbursement owed to them beyond the amount contained in the DHS capitation payment to the SFHP, that is, the base capitation rate plus the FQHC incremental (\$13.08). If an FQHC does not agree to the above, its enrollment would need to be limited. As soon as the State changes its policy, enrollment limits would be removed.

A motion to adopt the proposal was made and seconded. After discussion, the Governing Board voted to table the Resolution on FQHC reimbursement for two months.

*** Closed Session ***

The Governing Board met in closed session to consider approval of Kaiser contract rates.

*** End of Closed Session ***

The Chair reported that the Governing Board approved the Kaiser contract rates.

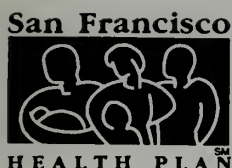
VIII. Public Comment

There was no public comment.

IX. Adjournment

The meeting was adjourned at 9:00 pm.

Jack Fries, Secretary



San Francisco Health Authority Governing Board Agenda

Wednesday, May 7, 1997, 6:00 p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

6:00 I. (V) **Approval of Agenda and Minutes from 3/5/97** (Attachment)

6:15 II. (I) **Chair's report**

6:30 III. (I) **CEO's report**
Revised AFDC Estimates
May Enrollment Statistics
Claim for Financial Damages
AIDS Drug Utilization
Operational Updates
Other

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6:45 IV. (I) **Medical Director's report**
Update on Pharmacy
CCS Update
QI Committee Report

7:00 V. (I) **Strategies for Health Plan Expansion**
County Organized Health System (COHS)
Universal Health Care Coverage - White paper

7:30 VI. **Committee Reports**
(I) **Program Committee**
• *Update on Committee organization and community forums*
Beneficiary Committee
(V) • *Approval of Carey Eckard as new Beneficiary Committee member*

***** CLOSED SESSION *****

Finance Committee

(I) • *Review of Final Rates/Current Financial Outlook*

***** CLOSED SESSION *****

• *Report on Closed Session*

7:50 VII. **Public Comment**

8:00 VIII. **Adjournment**

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: May 2, 1997
- Finance Committee: May 19, 1997 (tentative)
- Program Committee: May 6, 1997
- Quality Improvement Committee: May 29, 1997
- Governing Board: July 9, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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~~San Francisco Health Authority Governing Board~~
Corrected Minutes of the May 8, 1997 Meeting

Chair: Sandra Hernandez

Vice-chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Sandra Hernandez, Frederick Hobson, Judith Mates, Kate O'Malley, Josie Mooney, Charles Range, Jo Ruffin, Margine Sako, Libah Sheppard, David Soffa, Anthony Wagner, Sophie Wong, Michael Yaki

Absent: Bruce Schroffel

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:07p.m.. The agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported on:

- Federal Budget Proposal and the impact on DSH funds, graduate medical educational payments, and alien status with regards to Medicaid/Medicare and that there were no details on this, as it was a proposal only. There should be a budget by the end of the fiscal year.
- Locally, the Mayor's budget will go to the San Francisco Board of Supervisors in June 1997. The budgets for hepatitis vaccine for high risk individuals, the mental health carve-out and drug treatment programs, all looked healthy in the proposed budget.
- The Blue Ribbon Committee reviewed 4 "White Paper" proposals"—SFHP, HIPC, COHS and POS.

III. CEO's Report

Shahnaz welcomed and introduced new and re-elected board members and the new Medical Director, Tracy Flanagan, MD. Shahnaz reported on:

- Revised AFDC estimate. The revised estimate for the AFDC population in San Francisco is 36,000, down from the State's estimate of 52,000 and less than the 45,000 that the State required for a county to be in the Two-Plan Model. The revised numbers will have a major impact on SFHP.
- May Enrollment Statistics. There are 26,000 members as of May 1st. The roll-over of Kaiser members was completed. 2000 members are on hold.
- Claim for Financial Damages. SFHP filed a claim for damages against the Department of Health Services for \$8.3 million over the 5-year contract period: \$1.2 million for delay in start-up; \$1.1 million for delay in full conversion; and \$6 million for misrepresentation in the number of beneficiaries in the mandatory categories. Other counties and Blue Cross have filed similar claims.
- AIDS Drug Utilization. SFHP is incurring increasing costs because these new drugs were not in the formulary when DHS developed the capitation rates. SFHP has submitted a claim for reimbursement to the State. DHS is looking at the issue on a state-wide basis and may increase the capitation or change these services to fee-for-service.
- Operational Updates. Jane Donegan reported that Member Services is receiving about 400 calls per day. Staffing levels are adequate to handle. PCP changes are decreasing. Outreach to new members is occurring through welcome calls and a newsletter is planned. Staff is also focusing on visiting PCPs with a large number of members and high utilization pharmacies.
- Strategies for Health Plan Expansion. Possible strategies are a COHS and Universal Health Care Coverage

IV. Medical Director's Report

Tracy reported on:

- Pharmacy Update. The formulary is finalized. The Pharmacy Benefit Management Company representatives met with pharmacists to hear their concerns regarding authorization and formulary. She reported that the formulary will be re-evaluated to add frequently prescribed but not included medications. Dr. Flanagan stated that she plans to delve more deeply into the issue of psychiatric medications (which are covered by SFHP) and who prescribes these medications.
- CCS Update. SFHP continues to work with DPH to identify mutual patients. Efforts to convert to electronic handling of the data is progressing.
- QI Committee Report. Since Dr. Flanagan was not present at the 3/27 QIC meeting, the topics of discussion were briefly read from the minutes, including an update on the status of SFHP; information regarding operational issues vis-à-vis the pharmacies and the formulary, a HEDIS 3.0 studies discussion, and the desire of the QIC to include a Kaiser representative.
- Department of Mental Health MOU. Dr. Flanagan stated that the MOU between SFHP and DPH is currently in draft form. She highlighted that this relationship may be different when phase two of the mental health consolidation plan is implemented either in October 1997 or January 1998.

Tracy announced that the next Pharmacy Provider's meeting is scheduled for Wednesday May 21, 1997.

V. Resolution 97-03 to support the San Francisco Health Plan in moving forward with further investigation concerning health plan expansion

3 The Governing Board discussed the possibilities for expansion of the San Francisco Health Plan to other populations and the possibility that the federal law will be amended so that San Francisco county could have a county organized health system. Jack Fries moved to support investigation of health plan expansion, Resolution 97-03, and Thomas Harlan seconded the motion. The motion was approved. The CEO will report on the investigation at a future Governing Board meeting.

VI. Committee Reports

Program Committee: Kate O'Malley reported that the committee had several meetings and discussed having a Community Forum on Mental Health carve-out, sometime in either October or November, 1997. The committee is considering other forums such as; AIDS, linkages to other programs and continuity of care. Currently, the strongest need was in the Mental Health arena.

Beneficiary Advisory Committee: Frederick Hobson welcomed Libah Sheppard as one of the new Beneficiary Committee representatives to the Governing Board. Carey Eckard was approved by the Governing Body as a new Beneficiary Committee member.

Finance Committee: The Governing Board met in closed session to discuss and review the final rates/current financial outlook.

Closed Session

Report on Closed Session

Dr. Hernandez reported that the Governing Board had reviewed the final rates and the current financial outlook of SFHP in the closed session

VII. Public Comment There was no public comment.

VII. Adjournment: The meeting was adjourned at 8:10 p.m.

Jack Fries, Secretary



San Francisco Health Authority Governing Board Agenda

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Wednesday, July 9, 1997 6:00 p.m.

568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. (V) **Approval of Agenda and Minutes from 5/7/97** (Attachment)
- 6:15 II. (I) **Chair's report**
- 6:30 III. (I) **CEO's report**
- Membership statistics
 - COHS/Federal Legislation
 - Operational Updates
 - Member Satisfaction/Outreach—Welcome calls, Term. Calls, New member orientations, Newsletter
 - Provider Outreach
 - After-hour Calls
 - Provider Directory/Operations Manual
 - Vision Care Providers Meeting
 - Inquiries & Complaints/Grievances
 - Other Updates
- 6:45 IV. (I) **Medical Director's report**
- Pharmacy Update—Drug Carve-Out
 - Mental Health Consolidation
 - *Quality Improvement Committee*
- 7:00 V. (V) **Resolution 97-04: Approval of Submission of Material Modification to SFHP's Knox-Keene License** (Attachment)
- 7:15 VI. **Committee Reports**
- (I)
- *Program Committee*
 - *Beneficiary Committee*
 - *Finance Committee*
- *** CLOSED SESSION ***
- (V)
- Approval of Rates/Budget (Attachment)
- *** END OF CLOSED SESSION ***
- 7:50 VII. (I) **Report on Closed Session**
- 7:55 VIII. **Public Comment**
- 8:00 XI. **Adjournment**

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: July 11, 1997
- Finance Committee: July 21, 1997
- Program Committee: July 22, 1997
- Quality Improvement Committee: September 25, 1997
- Governing Board: August 6, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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**San Francisco Health Authority Governing Board
Minutes of the May 8, 1997 Meeting**

Chair: Sandra Hernandez

Vice-chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Steve Fields, Jack Fries, Stuart Heard, Sandra Hernandez, Frederick Hobson, Judith Mates, Kate O'Malley, Josie Mooney, Charles Range, Jo Ruffin, Margine Sako, Libah Sheppard, David Soffa, Anthony Wagner, Sophie Wong, Michael Yaki

Absent: Thomas Harlan, Bruce Schroffel

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:07p.m.. The agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported on:

- Federal Budget Proposal and the impact on DSH funds, graduate medical educational payments, and alien status with regards to Medicaid/Medicare and that there were no details on this, as it was a proposal only. There should be a budget by the end of the fiscal year.
- Locally, the Mayor's budget will go to the San Francisco Board of Supervisors in June 1997. The budgets for hepatitis vaccine for high risk individuals, the mental health carve-out and drug treatment programs, all looked healthy in the proposed budget.
- Reviewed all "White Paper" proposals—SFHP, HIPC, COHS and POS.

III. CEO's Report

Shahnaz welcomed and introduced new and re-elected board members and the new Medical Director, Tracy Flanagan, MD. Shahnaz reported on:

- Revised AFDC estimate. The revised estimate for the AFDC population in San Francisco is 36,000, down from the State's estimate of 52,000 and less than the 45,000 that the State required for a county to be in the Two-Plan Model. The revised numbers will have a major impact on SFHP.
- May Enrollment Statistics. There are 26,000 members as of May 1st. The roll-over of Kaiser members was completed. 2000 members are on hold.
- Claim for Financial Damages. SFHP filed a claim for damages against the Department of Health Services for \$8.3 million over the 5-year contract period: \$1.2 million for delay in start-up; \$1.1 million for delay in full conversion; and \$6 million for misrepresentation in the number of beneficiaries in the mandatory categories. Other counties and Blue Cross have filed similar claims.
- AIDS Drug Utilization. SFHP is incurring increasing costs because these new drugs were not in the formulary when DHS developed the capitation rates. SFHP has submitted a claim for reimbursement to the State. DHS is looking at the issue on a state-wide basis and may increase the capitation or change these services to fee-for-service.
- Operational Updates. Jane Donegan reported that Member Services is receiving about 400 calls per day. Staffing levels are adequate to handle. PCP changes are decreasing. Outreach to new members is occurring through welcome calls and a newsletter is planned. Staff is also focusing on visiting PCPs with a large number of members and high utilization pharmacies.
- Strategies for Health Plan Expansion. Possible strategies are a COHS and Universal Health Care Coverage

IV. Medical Director's Report

Tracy reported on:

- Pharmacy Update. The formulary is finalized. The Pharmacy Benefit Management Company representatives met with pharmacists to hear their concerns regarding authorization and formulary. She reported that the formulary will be re-evaluated to add frequently prescribed but not included medications. Dr. Flanagan stated that she plans to delve more deeply into the issue of psychiatric medications (which are covered by SFHP) and who prescribes these medications.
- CCS Update. SFHP continues to work with DPH to identify mutual patients. Efforts to convert to electronic handling of the data is progressing.
- QI Committee Report. Since Dr. Flanagan was not present at the 3/27 QIC meeting, the topics of discussion were briefly read from the minutes, including an update on the status of SFHP; information regarding operational issues vis-à-vis the pharmacies and the formulary, a HEDIS 3.0 studies discussion, and the desire of the QIC to include a Kaiser representative.
- Department of Mental Health MOU. Dr. Flanagan stated that the MOU between SFHP and DPH is currently in draft form. She highlighted that this relationship may be different when phase two of the mental health consolidation plan is implemented either in October 1997 or January 1998.

Tracy announced that the next Pharmacy Provider's meeting is scheduled for Wednesday May 21, 1997.

V. Resolution 97-02 to support the San Francisco Health Plan in moving forward with further investigation concerning health plan expansion

The Governing Board discussed the possibilities for expansion of the San Francisco Health Plan to other populations and the possibility that the federal law will be amended so that San Francisco county could have a county organized health system. Jack Fries moved to support investigation of health plan expansion, Resolution 97-02, and Thomas Harlan seconded the motion. The motion was approved. The CEO will report on the investigation at a future Governing Board meeting.

VI. Committee Reports

Program Committee: Kate O'Malley reported that the committee had several meetings and discussed having a Community Forum on Mental Health carve-out, sometime in either October or November, 1997. The committee is considering other forums such as; AIDS, linkages to other programs and continuity of care. Currently, the strongest need was in the Mental Health arena.

Beneficiary Advisory Committee: Frederick Hobson welcomed Libah Sheppard as one of the new Beneficiary Committee representatives to the Governing Board. Carey Eckard was approved by the Governing Body as a new Beneficiary Committee member.

Finance Committee: The Governing Board met in closed session to discuss and review the final rates/current financial outlook.

Closed Session

Report on Closed Session

Dr. Hernandez reported that the Governing Board had reviewed the final rates and the current financial outlook of SFHP in the closed session

VII. Public Comment There was no public comment.

VII. Adjournment: The meeting was adjourned at 8:10 p.m.

Jack Fries, Secretary

RESOLUTION 97-04

RESOLUTION TO APPROVE MATERIAL MODIFICATION OF THE SAN FRANCISCO HEALTH PLAN'S KNOX-KEENE LICENSE

WHEREAS, the San Francisco Health Authority, dba the San Francisco Health Plan, received a Knox-Keene license from the California Department of Corporations on August 13, 1997; and

WHEREAS, the aforementioned Knox-Keene license authorized the San Francisco Health Plan to serve Medi-Cal beneficiaries exclusively; therefore, be it

RESOLVED, that the Chief Executive Officer is authorized to submit a material modification to the San Francisco Health Plan's Knox Keene License, amending it to serve other populations.

BE IT FURTHER RESOLVED, that such material modification shall include amendments to:

- Contracts
- Evidence of Coverage
- Enrollment
- Financial Projections

Jack Fries, Secretary
San Francisco Health Authority

Date

San Francisco Health Authority Governing Board
Minutes of the July 9, 1997 Meeting

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Chair: Sandra Hernandez

Vice-chair: David Soffa

Secretary/Treasurer: Jack Fries

Present: Debra Barnes, Jack Fries, Thomas Harlan, Stuart Heard, Sandra Hernandez, Frederick Hobson, Judith Mates, Charles Range, Margine Sako, Bruce Schroffel, Libah Sheppard, Anthony Wagner

Absent: Steve Fields, Kate O'Malley, Josie Mooney, Jo Ruffin, David Soffa, Sophie Wong, Michael Yaki

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:20 p.m. The agenda and minutes, as corrected, were unanimously approved.

II. Chair's Report

Dr. Hernandez reported that:

- Formal correspondence had been received from HCFA regarding the low numbers of AFDC beneficiaries in SF county. HCFA has asked the State how they will correct it.
- Federal legislation is being developed to address the cap on county-organized health systems in the state. HCFA would work with the state to amend their plan.
- The State agreed to a wrap-around pilot program for FQHC's in San Francisco county. AB737, if approved, would authorize a 5-year pilot program.
- The House Budget Reconciliation bill would phase-out FQHC's in 5 years.
- Search for new Director of Public Health in progress and will be resolved soon.

III. CEO's Report

Shahnaz welcomed and introduced new board member Bruce Schroffel. Shahnaz reported that:

- July membership statistics were holding steady at 23 to 24,000 lives
- Health plan staff would give the operational update:
 - Karen Martinez and Frances Culp provided a Provider Relations update on the monthly provider orientation meetings, revision of the Provider Operation Manual and the Provider Directory, meeting with vision services providers, and the provider outreach project. They also reported that feedback from providers helped identify start-up issues which the Plan had been able to resolve.
 - Dana Johnson provided a Member Services Update. He reported on call statistics, experience with welcome calls, calls to members who had disenrolled, and calls to PCP offices after 5 p.m. to ensure that coverage is in place. Dana also reported on tracking and handling of member inquiries and complaints and that new member orientations and a member newsletter are planned.

IV. Medical Director's Report

Tracy reported that:

- The State had approved carve-out of 8 HIV anti retroviral and 20 psychotropic drugs. Effective July 1, 1997, providers bill directly to FFS Medi-Cal. The state has informed providers and SFHP sent out an educational letter.
- SFHP is working on interfaces with the Mental Health consolidation with the county Department of Mental Health.
- QI Committee has done a preliminary review of utilization. The GAR Committee will meet on August 26, 1997 to do a mock grievance.

V. Resolution 97-04 to Approve Submission of Material Modification to SFHP's Knox-Keene License

Shahnaz reported that she had met with Department of Corporations' chief counsel and staff attorneys to discuss expanding SFHP's Knox Keene license to serve commercial populations. This expansion will require a material modification to the license. The Governing Board unanimously approved Resolution 97-04 to submit a material modification the SFHP's Knox-Keene license.

VI. Committee Reports

Program Committee: The two Program Committee co-chairs were not present, but staff member Maria Villa reported that the first Community Forum would take place on October 29, 1997 from 5:30 to 7:30 p.m. at the Main Library. The area of focus will be the changes in the county's mental health system.

Beneficiary Advisory Committee: Frederick Hobson reported that the new co-chair of the Beneficiary Committee is Robert Planthold. Libah Sheppard asked how the issue of transitional Medi-Cal affects SFHP membership, and the Governing Board directed SFHP to report on this issue at the next Governing Board meeting.

Finance Committee: The Governing Board met in closed session to discuss and review/approve the rates and budget.

Closed Session

Report on Closed Session

Dr. Hernandez reported that the Governing Board had met in closed session to review/approve rates and the budget.

VII. Public Comment There was no public comment.

VIII. Adjournment: The meeting was adjourned at 8:30 p.m.

Jack Fries, Secretary

San Francisco Health Authority
 Governing Board
 Agenda

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Wednesday, September 10, 1997, 6:00 p.m.
 568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. (V) Approval of Agenda and Minutes from 7/9/97 (Attachment)
 6:15 II. (I) Chair's report
 6:30 III. (I) CEO's report
 August membership

Upcoming DHS Audit

Knox-Keene Material Modification

Legislative update: COHS and FQHC

Highlights of Federal Balanced Budget Act of 1997

- FQHC reimbursement
- Definition of Emergency services
- Elimination of Waiver Process
- Continuous Medi-Cal eligibility for twelve months
- State Children's Health Insurance Program

California Children's Health Plan

- 6:45 IV. (I) Medical Director's report

Pharmacy Update

- Drug Carve-Outs
- Formulary Changes
- Treatment Guidelines

Grievance Process

24-Hour PCP Access Study

Specialist Access Study

CCS Managed Care RFP

- 7:00 V. (V) Resolution 97-05: Approval of quarterly meeting schedule for Governing Board meetings (Attachment)

- 7:30 VI. (I) Committee Reports
- Program Committee
 - Beneficiary Committee

- (V) - Approval of Blesilda Almacén as member of Beneficiary Committee

- 7:55 VII. Public Comment

- 8:00 VIII. Adjournment

(V) Denotes an Action Item Requiring a Vote.; (I) Denotes an Informational Item.

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: September 12, 1997
- Finance Committee: September 15, 1997
- Program Committee: September 9, 1997
- Quality Improvement Committee: September 25, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion.. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.



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San Francisco Health Authority Governing Board
Minutes of the September 10, 1997 Meeting

Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Debra Barnes, Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Frederick Hobson, Kate O'Malley, Charles Range, Jo Ruffin, Libah Sheppard, David Soffa, Anthony Wagner

Absent: Sandra Hernandez, Judith Mates, Josie Mooney, Bruce Schroffel, Sophie Wong, Michael Yaki

David Soffa chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:12 p.m. The agenda and minutes were unanimously approved.

II. Chair's Report

The Chair had no report.

III. CEO's Report

Shahnaz introduced and welcomed Interim Health Director Dr. Mitch Katz. Shahnaz reported that:

- September membership statistics were approximately 22,000 to 23,000 lives. Membership statistics statewide were down about 5%, and down at SFHP about 2%. This drop in membership could be attributed to several factors, including a improved economy, and decreasing public assistance.
- SFHP will be undergoing both an internal and DHS audit over the next several months.
- Knox-Keene modification is currently undergoing some revision due to Governor Wilson's recent announcement of a new Children's Health Plan. The Material Modification will be submitted to DOC by the end of October or beginning of November.

Shahnaz gave the Legislative Update:

- Updated COHS and FQHC legislation
- Highlighted the Federal Balanced Budget Act of 1997
- Discussed the definition of Emergency services and FQHC reimbursement
- Reported progress on SFHP moving toward possible inclusion in the new Health Families program

IV. Medical Director's Report

Tracy Flanagan reported:

- That the pharmacy occupies approximately 50% of her time.
- The updated formulary has been sent out and that for the first time it included various treatment guidelines.
- The State has carved out HIV/AIDS drug therapies approved after 1996, and pure psychotropic drugs as of July 1, 1997.
- The grievance Committee will hold its first meeting on September 11, 1997
- A survey of 24 hour PCP coverage showed an 84% compliance, and that improvement in that area was expected.
- Plans were being undertaken to start a survey of member's access to specialists.
- That SFHP is looking to collaborate with Alameda and Santa Clara counties on a proposal for CCS managed care.

V. Resolution 97-05 to Approve Quarterly Governing Board Meeting

Anthony Wagner made a motion to approve resolution 97-05. The motion was seconded. Discussion followed and Jack Fries amended the resolution to read that a Board meeting could be called at the request of any three Board members. The amendment was seconded. Anthony Wagner called the question and the amendment was defeated unanimously. Anthony Wagner then withdrew the resolution. Steve Fields made a motion to change the Board meetings from monthly to every other month. The motion was seconded. Kate O'Malley offered an amendment calling for an Executive Committee to be named. A second was made. Shahnaz stated that this would require amending the by-laws. Charles Range made a motion to table the amendment. The motion to table was approved 10 to 1. Charles Range moved to table the motion for changing the Board meetings to every other month. The motion was seconded. The motion to table was carried 8 to 2.

VI. Committee Reports

Program Committee:

Kate O'Malley reported:

- The Program Committee has changed it's focus to the Children's Health Plan and will use the upcoming Community Forum for input.

Beneficiary Committee:

Frederick Hobson reported:

- That the work group on children had met
- Blesida Almacen was being nominated for a seat on the Beneficiary Committee and had the full backing of the committee.
- Maria Luz Torres was nominated by the Beneficiary committee to replace Libah Sheppard when her term expires in January 1998.

Frederick Hobson moved to approve the nomination of Blesida Almacen to the Beneficiary Committee. The motion was approved unanimously.

VII. Public Comment:

Maria Luz Torres spoke opposing any reduction in the number of Governing Board meetings.

VIII. Adjournment:

The meeting was adjourned at 8:11 P.M.



**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, November 5, 1997, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. (V) Approval of Agenda and Minutes from September 10, 1997
6:05 II. (I) Chair's Report

Blue Ribbon Committee Update
Report on President's Commission on Quality
Consumer Bill of Rights
Other

- 7 6:20 III. (I) CEO's Report

Enrollment Update
Performance Based Rates
Program Expansion

- Healthy Family Program Update
- COHS/1115 Waiver Process
- Proposal to Blue Ribbon Committee
- Health Coverage for IHSS Workers
- CCS Update

- 6:45 IV. (I) Medical Director's Report

Pharmacy Update

- 6:50 V. (I) Committee Reports

Quality Improvement Committee

- Specialty Access Study
- Peer Review Committee Formation
- Q.I. Plan Update

Program Committee

Beneficiary Committee

Finance Committee

- Internal Audit
- DHS Audit
- Pharmacy Contractor
- FQHC Pilot

- 7:15 ***** Closed Session *****

Discussion of Provider Rates/Financial Projections

Personnel Committee Report

***** End of Close Session *****

- 7:45 VI. (I) Report on Closed Session

- 7:55 VII. Public Comment

- 8:00 VIII. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: November 7, 1997
- Finance Committee: November 17, 1997
- Quality Improvement Committee: December 18, 1997
- Governing Board: December 3, 1997

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple

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**San Francisco Health Authority Governing Board
Minutes of the November 5, 1997 Meeting**

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Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Frederick Hobson, Kate O'Malley, Jo Ruffin, Libah Sheppard, David Soffa, Sandra Hernandez, Judith Mates, Sophie Wong, Mitch Katz

Absent: Debra Barnes, Josie Mooney, Bruce Schroffell, Charles Range, Michael Yaki, Anthony Wagner

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:23 p.m. The agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Hernandez reported on the Blue Ribbon Committee's progress.

- She reported that the actuarials should be completed by the end of this year.
- That there will be no long-term care in the proposal, and that mental health benefits would also be carved out.
- There was discussion as to SFHP's role in this proposal. Dr. Hernandez stated that SFHP was one of the Plans involved and that the Safety Net hospitals and clinics would also be included.
- The Chair also reported that the Patient's Bill of Rights has not been signed as the Governor is vetoing all Managed Care legislation until his commission finalizes its report.

III. CEO's Report

Shahnaz introduced and welcomed Tim Matsumoto, Health Plan Manager for DHS. Tim has replaced Mary Menz as the Plan's liaison. Shahnaz reported

Enrollment Update:

- November membership statistics were approximately 21,000 lives and that approximately 10% of the Plan's members fall into the non-mandatory category.
- Membership statistics should increase when the new State Healthy Families regulations begin to include adolescents previously not eligible for Medi-cal coverage.

Performance-Based Rates:

- DHS proposed performance-based rates and withholds are still being considered, although the methodology used is still unknown.
- There was discussion regarding the quality of encounter data and what information L.I.s are supposed to provide in order to avoid financial penalties.

Program Expansion:

Shahnaz gave a status report on the expansion activities to increase membership as follows:

Healthy Families Update:

- SFHP's Healthy Families Forum will be held November 6th and 300 invitations have been sent.
- MRMIB will be selecting the members of its Advisory Panel soon. They received over 150 nominations.
- MRMIB has divided the State into 6 regions and will set regional rates. San Francisco is in region 2. There should be a model contract around February of 1998.

COHS/1115 Waiver Report:

- There is no COHS legislation as yet, hopefully the Bill will be introduced in December for consideration next year.
- 1115 Waiver is still only in the planning stages.

In-Home Supportive services Workers (IHSS) Health Coverage Proposal:

- Shahnaz reported that in collaboration with four other agencies SFHP is exploring the possibility of providing health coverage to some 4,000 to 6,000 IHSS workers. She then gave an overview of the program and funding. There were some questions as to why SFHP would provide coverage to this population and why only CHN was included in the proposal. Shahnaz explained that it was in keeping with the mission of the Plan as reflected in the Bylaws. She further explained that the Board previously directed her to explore and consider customized lines of business with some of the network providers if it was appropriate. An example is the exploration of Medi-Medi's as potential target population with some network providers. The Board directed the CEO to proceed with this project and return to the Board with contracts for approval.

CCS Update:

- Janie Tyre reported on the coordination efforts going on between the 4 Bay Area L.I.s, the county CCS programs, and major CCS providers and institutions, in an effort to prepare the CCS Pilot Project Proposal as requested by DHS. She reported that this has been a difficult task as each L.I. and CCS programs need to retain their autonomy while still providing seamless and standardized care throughout the entire Bay Area. The Chair questioned the fiscal responsibility of working with this severely or chronically ill

population. Shahnaz assured the Board that safeguards are in place to guarantee the Plan's financial viability, including the possibility of Fee for Service billing.

Proposal to the Blue Ribbon Committee:

- Shahnaz reported on the preparation of a pilot proposal to the Mayor's Blue Ribbon Committee which would allow SFHP to provide health coverage to the uninsured family members of the Healthy Families children. Shahnaz explained that while Healthy Families will cover children, there will be a need to cover the parents and possibly even some ineligible siblings. The Board Directed Shahnaz to prepare the details of such proposal and present to the Board.

IV. Medical Director's Report

Tracy Flanagan reported:

- That the pharmacy change has gone smoothly and PCN and SFHP are working together well to prevent or correct any problems as they may arise.
- That SFHP held an educational Pharmacy Forum and that it was very successful.
- That pharmacy utilization and costs are stable and she will continue to monitor these areas.

V. Committee Reports

Quality Improvement Committee:

Tracy Flanagan reported:

- The Department of Health Services Q.I. Audit of the Plan will begin on December 8, 1997 and last for two weeks. It will include the Plan, providers, pharmacies, and clinics.
- There will be 6 auditors from DHS (Physician, 3 RNs, Pharmacist, and Analyst).
- Q.I. Annual Report is due and will be given at the December or January Board Meeting.
- Specialty Access study continues in an attempt to insure that members have timely access to our specialists.
- Peer Review Group has just been formed and will meet for the first time on November 20, 1997.

Program Committee:

Kate O'Malley reported:

- The Healthy Families Community Forum will be held tomorrow (Nov. 6th) and a report on its response will be given at the next Board Meeting.

Beneficiary Committee:

Frederick Hobson introduced Debra Rodriguez, a new Committee member from the mandatory category. Ms Rodriguez's nomination will be calendared for the next Board Meeting.

Co-Chair Libah Sheppard reported that the committee had determined some short, mid, and long term goals for committee action.

Frederick Hobson noted the corrected minutes to the Beneficiary Committee Meeting and reported:

- That Tony Leone is leaving the Q.I. Committee and that the Beneficiary Committee would have their replacement nominee ready for the next Board Meeting.

Karen Martinez, the SFHP liaison with the BAC reported that the make-up of the Beneficiary Committee is now at 3 advocates, 6 Beneficiaries, and 6 members from the Non-mandatory category. She credited Maria Luz Torrez for all her outreach efforts.

Finance Committee:

David Brokaski reported:

- The Finance Committee has decided to meet monthly.
- The External Audit went well, there were no adjustments to be made.
- The DHS Audit is still ongoing.
- The Plan has changed its Pharmacy Benefit Manager to PCN because the negotiations with IPS had become deadlocked. In order to maintain continuity of services for our members and pharmacy providers, we opened contract talks with PCN who is currently administering claims under a sub-contract with IPS. With Board's knowledge, a Letter of Agreement with PCN has been signed, and a formal contract will be presented to the Board for approval.

VI. Public Comment

There was no public comment.

VII. Closed Session

VII. Report on Closed Session

IX. Adjournment

The meeting was adjourned at 10:10 P.M.

**San Francisco Health Authority
Governing Board
Agenda**

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Wednesday, February 4, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

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- /98
- I. (V) **Approval of Agenda and Minutes from November 5, 1997**
 - II. (I) **Chair's Report**
 - Blue Ribbon Committee Update
 - Other
 - III. **CEO's Report**
 - (I)
 - Membership update/Coordination with the Dept. of Human Services
 - Knox-Keene Application Update
 - Annual Audit (Attachment I)
 - FQHC Pilot Project Update
 - DHS Audit: Fiscal & Clinical
 - California Health Care Foundation Grant – First Thing First (Attachment II)
 - Long-Term Care Pilot Project (Attachment III)
 - DHS Contract Amendments and Rates (Attachment IV)
 - (V)
 - Blue Ribbon Committee Pilot Project (Attachment V)
 - CCS Pilot Project Report (Attachment VI)
 - IHSS Health Coverage (Attachment VII)
 - SFHP's Representative to Medicaid 1115 Waiver Planning Council
 - IV. (V) **Resolution 98-01 Formation of Board Executive Advisory Committee (Att.VIII)**
 - V. (I) **Medical Director's Report**
 - Managed Mental Health Services & Interface with SFHP
 - Presentation of Member Voluntary Disenrollment Study
 - Baby Talk Project Update
 - Asthma Task Force
 - VI. **Committee Reports**
 - Quality Improvement Committee**
 - (I) Report on December's DHS Medical Audit
 - (I) Q.I. Committee Plan Update
 - (V) Special Board Meeting to Present Q.I. Committee Annual Report and Findings

**San Francisco Health Authority
Governing Board
Agenda
(Continued)**

Wednesday, February 4, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

Beneficiary Advisory Committee

- (I) Update on BAC Activities
- (V) Nominations to the Beneficiary Advisory Committee
 - Deborah Rodriguez**
 - Susan Larara**
 - Asale H. Davies-Chandler**
 - Merlina Meneses**

- (I) **Program Committee**
Report on Healthy Families Forum

- (I) **Finance Committee**
Financial Projections (Attachment IX)

*******Closed Session*******

- (V) Submission of Healthy Families Proposal and Rates (Attachment X)

*******End of Close Session*******

VII. Report on Closed Session

VIII. Public Comment

IX. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: February 6, 1998
- Finance Committee: February 23, 1998
- Quality Improvement Committee: February 26, 1998
- Governing Board: March 4, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.



San Francisco Health Authority Governing Board
Minutes of the February 4, 1998 Meeting

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Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Frederick Hobson, Kate O'Malley, Jo Ruffin, Maria Luz Torre, David Soffa, Sandra Hernandez, Judith Mates, Sophie Wong, Mitch Katz, Debra Barnes, Anthony Wagner, Josie Mooney, Bruce Schroffel,

Absent: Charles Range, Michael Yaki

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:22 p.m. The agenda and minutes were unanimously approved.

Frederick Hobson requested that Item VI. BAC nominations be taken out of order as there were four BAC nominees to be voted on and the agenda was a very long one. There was no objection. Frederick introduced the four nominees, Deborah Rodriguez, Susan Larara, Asale H. Davies-Chandler, and Merlina Meneses, who each described their affiliation with the Plan and gave a short personal biography. All four were unanimously approved.

II. Chair's Report

Dr. Hernandez reported on the Blue Ribbon Committee's progress.

- She reported that the Committee had completed about 80 to 85% of its work and should have its final recommendation ready within the next two months. The Department of Public Health is currently conducting a series of community forums, in order to have feedback from the various neighborhoods and populations who will be directly affected by the final decisions. Dr. Hernandez reported that the Committee had met in the last week with Mayor Brown and presented to him the actuarial material and the phase-in plans and the Mayor was enthusiastic regarding the report. Tangerine Brigham, Policy Manager for DPH, has presented an update on the BRC to the Health Commission.
- The Chair went on to congratulate Dr. Mitchell Katz on his appointment as Director of Public Health. Debra Barnes also stated that the Health Commission was pleased with the appointment.

III. CEO's Report

Shahnaz reported on numerous issues:

Enrollment Update:

- January and February membership numbers were down. The Plan is losing lives at about 2 to 4% each month. The majority of losses are from several factors, members who have become ineligible due to welfare reform, higher employment, and an improving economy, however, there is an increasing number of members who may be eligible to transitional Medi-cal or other Medi-cal programs and have been mistakenly declared ineligible. One meeting with Will Lightborne of DHuS has already taken place and the Plan intends to work closely with DHuS and Legal Aid in order to identify those members and be sure that if they are eligible to any further assistance or separate programs they are so informed. DHuS is working with the Plan toward that end, perhaps with some identifying codes that will flag these members.

Knox-Keene Update:

- The third week in December the Plan submitted its 4 volume Knox-Keene Material Modification to the Department of Corporations. DOC has informed Shahnaz that they have completed 70 to 80% of their review. In several conversations with DOC, no serious concerns regarding the submission have been expressed, and hopefully the final Comment letter will be received soon.

Annual Audit:

- Vicki Jackson-Rojas, partner at Williams, Adley, LLP and Pam Neyland, Senior Manager, who actually did SFHP's audit, were introduced by Shahnaz. Ms Jackson-Rojas stated that her firm was a full service, local CPA firm with 50 professionals, and 7 partners and offices in 3 other cities. She informed the Board that while this was her firm's first time working with SFHP, the audit went smoothly and the Plan was given an Unqualified Opinion. This indicated that there were no internal problems, no pending disagreements, and no illegal acts found. The Audit Report and Auditors were unanimously approved. Williams, Adley will be auditing the Plan again next year and will meet with the Finance Committee before that audit. This was unanimously approved by the Board. The Board then expressed its appreciation to Shahnaz and David Brokaski, CFO, for their hard work.

FQHC Pilot Project Update:

- Legislation has passed and SFHP has the FQHC pilot program. The Plan has had its first meeting with DHS and is looking at July 1, this year as the start-up date. In this pilot, FQHCs will receive the same reimbursement rates as all other providers and the State will pick-up the difference in what is being called a wrap-around.
- The State rates are higher this year, but there are now withholds, and the final figures are not yet available. This pilot does remove all FQHC risks from the Plan. As of now San Francisco is the only pilot site.

DHS Audit: Fiscal & Clinical:

- The contractual compliance phase of the audit is ongoing. Two representatives of the Audits and Investigations Unit of DHS have been on site since October. They are hopeful that they will have concluded their work by the end of February.
- There were five medical auditors who have completed their audit although the final report has not been sent to us as yet. They conducted a thorough check of all of our medical policies and visited a number of our provider sites to determine contractual compliance. Their feedback overall was quite good.
- Both of these audits were precipitated by DHS regulations and not due to any complaints or problems with the Plan.

California Health Care Foundation Grant-First Things First:

Janie Tyre reported on the First Things First Project:

- This grant is for a proposal on outreach to children eligible for Medi-Cal but not enrolled. It will be a coalition of widely diverse entities.
- The present network for community outreach will be utilized in this effort and will tie into the Healthy Families Program also. The school will also be an integral part of this outreach network.
- The proposal is due on February 16, 1998, and will cover an 18 month time frame at \$250,000. No contracts have been awarded yet and participation would be open to our entire network of providers.
- The Board approved the submission of a proposal unanimously.

Long-Term Care Pilot Project:

- Assembly Bill 1040 was passed in 1995 to provide funds for a long-term care pilot project to incorporate this care into the managed care program. San Francisco is one of five counties chosen to participate in this project. This project is very complex, requiring the input and collaboration of many community agencies.
- No selection regarding who will be involved in the pilot has been made yet, as a waiver is required to implement this pilot.
- SFHP has been asked to explore ways the Plan can collaborate and be the overseeing administrative agency for the pilot. A meeting has been arranged with task force members to have a more detailed discussion.
- There was discussion as to the Plan's vision and focus. As this pilot needs much more clarification, the Board decided to look more closely at the areas of collaboration and clarify the Plan's direction in this project at the March meeting.

DHS Contract Amendments and Rates:

- Shahnaz reported that the new DHS rates and amendments have been received. The rates are up an average of 11%, however the new amendments call for a 4% withhold. The Local Initiatives had a meeting with Doug Porter at DHS and the Department's concern is

that the data that is received from the Plans in general is not accurate. Therefore, the State has created this withhold system as a way of insuring compliance.

- With these new rates SFHP will be receiving the highest rates in the state. Shahnaz credited the staff with supplying DHS with all the required information as back-up for the needed rate increase.
- Members of the Board questioned whether there was any leverage to increase rates even higher. Shahnaz stated that the Plan had already requested that the rates and amendments be considered separately so that negotiations could be more focused, but had no response from the State as yet. At the end of negotiations, Shahnaz will bring the final rates and amendments back to the Board for approval.
- There was discussion by Board members as to how they might help influence the process. Shahnaz suggested that they, or even City and State officials, could write to the State to speed along rate increases.

Blue Ribbon Committee Pilot:

- Shahnaz reported to the Board that the Blue Ribbon Committee Pilot Project is completed. The pilot project has some advantages that both the Committee and the Mayor liked such as, lower costs, better actuarial information, and an ability to determine potential problem areas.
- SFHP's pilot targets four potential populations:
 1. Parents of Healthy Families children
 2. General Assistance Recipients
 3. Targeted low income zip codes
 4. Lower paid workers such as in the Restaurant or Garment Industry
- The pilot is for a two to three year duration and will include approximately 25,000 members, immigrants will also be eligible. This will involve about 20% of San Francisco's uninsured.
- Shahnaz answered questions from the Board members regarding the entire project, and explained that the funding requested is \$36,000,000. There will be some State and City moneys involved, but there will also be employer and employee contributions. Employer contributions would range from 20 to 25%, which is still more affordable to small businesses than HIPC. There will also be a co-payment made by the member at the point of service. This co-pay would range from \$5.00 to \$15.00 depending on the service. Mental Health benefits will be standard covered benefits.
- This pilot will be open to the Plan's entire network of providers, and with this information established, the Board directed Shahnaz with a unanimous vote to submit the pilot for consideration.

CCS Pilot Project Report:

- Shahnaz reported on the preparation of a pilot proposal for the CCS project. There are three other counties currently collaborating with SFHP on this pilot. They are Santa Clara, Contra Costa and Alameda, and in addition to the Local Initiatives, the four CCS programs in our counties and major CCS care providers are also contributing. There are

approximately 2000 CCS children in San Francisco and 200 are members of SFHP. These relatively low numbers are the reason for the four county collaboration.

- For the past several months this coalition has been meeting, trying to overcome the many difficulties in standardizing care, claims, and programs within the four distinct entities. They are putting together a different and innovative pilot to submit to the State with Alameda County as the contracting agency.
- All four L.I.s have signed a Letter of Intent to participate in the pilot. These potential new members would have the entire SFHP provider network available to them and so would all the members from the other four counties.
- Shahnaz asked for and received a unanimous vote to proceed with this RFP.

I.H.S.S. Health Coverage:

- This proposal has been before the Finance Committee and has now been brought to the full Board for approval. The collaboration between SFHP, the Public Authority, and CHN to provide health coverage for some 6,000 In-Home Support Service Workers has been ongoing for the past several months. The plan that has been put together by this group has been presented to and accepted by the San Francisco Health Commission. Of these 6,000 workers represented by SEIU Local 250, only about 500 are eligible for Medi-cal and there appears to be no other 3rd party coverage for the rest. The blended rate is \$125.00PPM and the sole provider will be CHN, as most of this population is already using SFGH as its health provider. CHN brought this proposal to SFHP as one of its providers and to make use of its Knox-Keene license.
- Several Board members expressed serious concerns as to the lack of choice this plan will provide its membership. They also were concerned about the original vision and mission of the Plan and whether allowing a limited network of providers is in keeping with that original vision. They expressed serious reservations about any project that was not open to the entire network. Jack Fries stated that patient choice of all providers and support of the entire network should be the major principle in any program expansion. The Board agreed to hold a retreat to discuss and decide on some guiding principles for the future.
- An amendment was offered that this contract be accepted for a one year period and be revisited at the end of that year. The amendment was passed unanimously.

1115 Waiver Council Representative:

- Shahnaz Nikpay was unanimously approved as San Francisco Health Plan's representative to the 1115 Waiver Council.

IV. Resolution 98-01 Formation of a Board Executive Advisory Committee:

- The resolution was offered to provide an Advisory Committee to assist and advise the CEO during times when an immediate need for action exists and the full Board is not in session. The Board members discussed the possible need for an Advisory Committee as opposed to an Executive Council with possible authority to take action. The Board felt that this matter deserved further thought and discussion and had some concerns regarding the appropriateness and membership of such a Council. The motion for the Resolution was withdrawn.

The Chair asked, in view of the time, should the Board consider only the two voting items and take up the remaining agenda items at the March meeting. A motion was made and the Board approved it unanimously.

V. Medical Director's Report:

Tracy Flanagan, the Medical Director reported that the Quality Committee Annual Report and the numerous Quality Committee items need a special Board meeting for information and consideration. It was moved and passed unanimously to reserve the April Board meeting for Quality Control issues. Frederick Hobson stated that the BAC member to the Q.I. Committee, Tony Leone, had resigned and that the new BAC nominee, Michael Lynch, needs Board approval to take his place on the Committee. Michael Lynch's nomination will be placed on the March agenda for consideration, in order that he can participate in the Q.I. Committee before April.

The remainder of the Medical Director's report and the Committee reports were tabled until the March Board meeting.

*****Closed Session*****
Submission of Healthy Families Proposal and Rates
*****End of Closed Session*****

VII. Report on Closed Session:

There was no report on closed session.

VIII. Public Comment:

There was no public comment.

IX. Adjournment:

The meeting was adjourned at 9:55p.m.

Jack Fries, Secretary



**San Francisco Health Authority
Governing Board
Agenda**

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Wednesday, March 4, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

I. (V) Approval of Agenda and Minutes from February 4, 1998

II. (I) Chair's Report
Blue Ribbon Committee Update
Other

III. (I) CEO's Report
Monthly Membership Update
Report on DHuS Coordination Efforts
Updates on Project Submissions
• Healthy Families
• CCS
• First Things First
Audit Updates
• DHS
• DOC
Selection of Administrative Vendor for HF
Long-Term Care Pilot Project Report
Retreat Update
Other

IV. (I) Medical Director's Report

Managed Mental Health Services & Interface with SFHP
Baby Talk Project Update
Asthma Task Force
Update on April Q.I. Governing Board Meeting

(V) Resolution 98-02 To Delineate the Composition of the Q.I. Committee
This resolution clarifies the number and composition of the Q.I. Committee and sets the requirements and term for each seat on the Committee. (Att. I)

(V) Resolution 98-03 Definition of Q.I. Committee Quorum
This resolution defines and sets the required number for a Q.I. Committee quorum. (Att. II)

(V) Resolution 98-04 Appointment of Q.I. Committee Members
This resolution names persons nominated for seats on the Q.I. Committee and requires the Board to make its appointment. (Att. III)

**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, March 4, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

V. (I) Committee Reports

Beneficiary Advisory Committee

Presentation of Proposed BAC Goals for 1998

Finance Committee

Financial Projections (Att. IV)

(V) Nomination of New Member from Governing Board

VI. Public Comment

VII. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: March 6, 1998
- Finance Committee: March 16, 1998
- Governing Board: April 1, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

SAN FRANCISCO HEALTH AUTHORITY

GOVERNING BOARD

March 4, 1998

This meeting was cancelled.



**San Francisco Health Authority
Governing Board
Agenda**

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MAR 19 1998

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Wednesday, April 1, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- 198
- I. (V) **Approval of Agenda and Minutes from February 4, 1998**
 - II. (I) **Chair's Report**
 - III. (I) **CEO's Report**
 - IV. (I) **Medical Director's Report**

Annual Quality Improvement Report

- What is Quality Improvement?
- SFHP's Quality Improvement Program
- What Did We Do in 1997? (Att.I Executive Summary)
- What Will We Do in 1998?

- (V) **Approval of 1997 Q.I. Annual Evaluation** (See Att. I of the Executive Summary)
- (V) **Approval of Revised Q.I. Program** (Att. II)
- (V) **Resolution 98-02 To Delineate the Composition of the Q.I. Committee**
This resolution clarifies the number and composition of the Q.I. Committee and sets the requirements and term for each seat on the Committee.
- (V) **Resolution 98-03 Definition of Q.I. Committee Quorum**
This resolution defines and sets the required number for a Q.I. Committee quorum.
- (V) **Resolution 98-04 Appointment of Q.I. Committee Members**
This resolution names persons nominated for seats on the Q.I. Committee and requires the Board to make its appointment.
- V. (V) **Resolution 98-05 Approval of the President's Consumer Bill of Rights**
(Att. III)

**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, April 1, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- VI. (V) Resolution 98-06 Appointment of Anthony Wagner as Sixth Board Member to the Finance Committee**
The By-laws call for 6 Board members on the Finance Committee, presently there are only 5. This resolution would name Anthony Wagner to fill the vacant position. (Att IV)
- VII. Public Comment**
- VIII. Adjournment**

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: April 5, 1998
- Finance Committee: April 20, 1998
- Governing Board: May 6, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

San Francisco**San Francisco Health Authority Governing Board
Minutes of the April 1, 1998 Meeting**

Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Frederick Hobson, Kate O'Malley, Jo Ruffin, Maria Luz Torre, David Soffa, Sandra Hernandez, , Sophie Wong, Mitch Katz, Debra Barnes, Anthony Wagner, Bruce Schroffel,

Absent: Charles Range, Judith Mates, Josie Mooney

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:11 p.m. The minutes were amended to read that Frederick Hobson offered the amendment to the IHSS proposal at the February Governing Board meeting and then were unanimously approved. The agenda was also approved.

II. Chair's Report

Dr. Hernandez reported on the plans for the Governing Board Retreat.

She reported that the retreat will be on May 8, 1998, and will be a day long meeting. She informed the Governing Board members that the retreat facilitators would be contacting them. She asked for everyone's cooperation with this effort and to make every effort to attend the retreat.

III. CEO's Report

Shahnaz reported on the Healthy Families Proposal:

- She reported that SFHP had met the requirements of the Family Value Package in San Francisco. As of yet, MRMIB has not named the Community Plan Provider and no announcements have been made as to who all the participants in this program will be. Hopefully, these decisions will be made in the next few weeks.
- She stated Blue Cross had been chosen as the Administrative Vendor for Healthy Families. However, due to the pressure brought to bear, they have withdrawn, as has the second choice, another participating plan. EDS was finally chosen.
- Shahnaz answered questions on the IHSS project, stating that it is moving forward without any major complications.

IV. Medical Director's Report:

Tracy Flanagan, the Medical Director reported:

- That she and the entire QI/UM team had spent the last several months rewriting the SFHP's QI program. She defined QI as a never-ending process with a number of components. She thanked her staff, Betsy Price in particular, for all of their help and then gave a presentation which encompassed the past and the future of SFHP's Quality Improvement Program.
- After the presentation, she explained that once the Board approved the 1997 QI Program it would be sent to the Department of Health Services.

The Board moved, seconded, and unanimously approved the 1997 QI Program. The Board then approved the 1998 QI Work Program and the QI Workplan.

Resolution 98-02 which delineates the composition of the QI Committee was unanimously approved by the Board.

Resolution 98-03 which defines a quorum for the QI Committee was discussed as to whether requiring three physicians as a part of the quorum might still create a problem with getting a quorum. Tracy said she would return to the Board for further discussions and possible resolutions to the quorum problem if it persisted after this change. The Board then unanimously approved the resolution.

Resolution 98-04 which actually names the QI Committee members was then discussed. Tracy stated that the person named to fill the labor position had not been in touch with her at all. She was unsure of how to proceed with this resolution. An amendment was offered to leave the labor position slot vacant for now and the resolution was then voted on and passed unanimously.

V. Resolution 98-05

Which is SFHP's approval of and commitment to the President's Bill of Rights and Responsibilities was moved and seconded. The Chair stated that this bill had received wide acceptance in virtually every health care venue but that implementation nationwide may be somewhat problematic. The resolution passed unanimous.

VI. Resolution 98-06

Shahnaz reported to the Board that according to the by-laws the Finance Committee was to consist of six Board members and presently there are only five on the committee. The committee has recommended Anthony Wagner to fill that vacant seat. The Board voted unanimously in favor of the resolution.

The question of whether or not to cancel the May Governing Board meeting in view of the retreat in the same week was raised. Frederick Hobson stated that both he and Maria Luz

Torre objected to the cancellation of the Board meeting. The Board decided that the meeting would be held if there were any action items. If there are only informational items to be considered, they will be sent out in the mail and the meeting will be canceled.

VII. Public Comment:

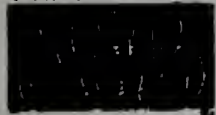
There was no public comment.

IX. Adjournment:

The meeting was adjourned at 7:52p.m.

Jack Fries, Secretary

San Francisco



HEALTH PLAN

**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, May 6, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

I. (V) Approval of Agenda and Minutes from April 1, 1997

II. (I) Chair's Report
Blue Ribbon Committee Update
Other

III. CEO's Report
(I) Membership Statistics/A & J Status
DOC Audit
Healthy Families Program (Att. I)
Other

IV. Medical Director's Report
(I) DHS Clinical Audit Report

V. Committee Reports

(I) **Beneficiary Advisory Committee**
Update on BAC Activities for 1998

(V) **Program Committee**
Health Education Program Resign (Att.II)

VI. (V) Provider Reimbursement-SFHP's Role (Att. IV)

VII. (V) Mental Health Network for Healthy Families (Att.V)

VIII. Finance Committee
(I) Board Reserve & TNE Policy (Att. III)
DHS Revised Rates (Att. VIII)

*****Closed Session*****

IX. (V) Approval of PCN Contract & Rates (Att. VI)
Approval of Healthy Families Contract & Rates (Att. VII)
Approval of Contract with American Specialty Health Plan for
Chiropractic & Acupuncture Services for Healthy Families (Att. IX)
(I) Monthly Financials & Rates (Att. X)

*****End of Close Session*****

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**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, May 6, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- X. Report on Closed Session**
- XI. Public Comment**
- XII. Adjournment**

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: June 5, 1998
- Finance Committee: May 18, 1998
- Quality Improvement Committee: May 28, 1998
- Governing Board: June 3, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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San Francisco Health Authority Governing Board
Minutes of the May 6, 1998 Meeting

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MAY 29 1998

SAN FRANCISCO
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Present: Thomas Harlan, Stuart Heard, Frederick Hobson,
 Kate O'Malley, Jo Ruffin, Maria Luz Torre, David Soffa,
 Sandra Hernandez, , Sophie Wong, Debra Barnes,
 Anthony Wagner, Bruce Schroffel,

Absent: Charles Range, Josie Mooney, Jack Fries, Steve Fields, Mitch Katz

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:20 p.m. The minutes and agenda of the April 1, 1998 Governing Board meeting were unanimously approved.

II. Chair's Report

Dr. Hernandez reported on the Blue Ribbon Committee:

She reported that at long last the Blue Ribbon Committee report was completed and the first full draft of its report would be presented to the Mayor on May 18th. The Mayor has been briefed on the contents of the report and has already started to put together a plan for implementation. Dr. Hernandez thanked SFHP and Shahnaz for hosting the meetings, and Tangerine Brigham of DPH for all of her efforts.

III. CEO's Report

Shahnaz reported on the A and J status codes and monthly membership:

- She reported that enrollment was up to more that 20,000 lives. She also discussed the A and J codes, explaining that Maximus had disenrolled approximately 130,000 Medi-Cal recipients after their second month on hold. San Francisco has about 2,000 recipients who may re-enroll. These persons were placed on J status code. There were an additional 150,000 recipients statewide, who were given the status code A. There was no explanation given as to why these people had been disenrolled, however, San Francisco had about 2,000 lives in this code category to be re-enrolled. The enrollment packets have all been sent out by Maximus and SFHP should realize some increased enrollment from these recipients by July.
- Shahnaz reported that SFHP will have its initial year audit from the Department of

Corporations in June. While SFHP has undergone many audits in the last seven months, this audit is scheduled for only two days and is concerned with licensure and contractual compliance.

- SFHP was selected by MRMIB as one of five Healthy Families Health Plans in San Francisco. The other four health plans chosen were Blue Cross, Blue Shield, Healthnet and Kaiser. Vision Service Plan and Delta Dental and DentiCare were chosen to provide the vision and dental services portion of the program. This gives potential members seven possible different combinations of plans. The Kaiser contract limits them to 22,000 members statewide, so their impact in San Francisco will be minimal. SFHP was named as the Community Plan Provider as it has the largest number of Traditional and Safety-net providers in its network. This means that those members who join SFHP will receive a premium discount of \$3.00 per child per month. Shahnaz thanked the staff and all the network providers for their help, hard work, and support in putting this proposal together. Enrollment in the Healthy Families Program is expected to begin in July.

IV. Medical Director's Report:

Tracy Flanagan, the Medical Director reported:

- That the clinical audit from Audits and Investigations Unit was completed. She handed out the report to the Governing Board members and shared some of the materials included. Overall the Plan did very well. There were several different categories and each category had a number of different indicators comprising it. The Plan had only one category that was scored low and that was Coordination of Care. This area was specific to Golden Gate Regional Center and Early Start. Dr. Flanagan thanked Betsy Price, in particular, and the provider networks for all of their assistance. Frederick Hobson questioned why some categories were not completed in the report, and Dr. Flanagan explained that those areas were not reviewed by the auditors.
- Shahnaz and Dr. Hernandez thanked the Medical Director for her work and Dr. Hernandez recommended that the Plan work on a Policy and Procedure on follow-up for non-emergent Emergency Room visits.

V. Committee Reports:

Beneficiary Advisory Committee:

- Frederick Hobson reported that Dr. Flanagan attended the last BAC meeting and gave her Q.I. presentation. He went on to report that he and Maria Luz Torres have been working on a County Ombuds Proposal and are hopeful of Board of Supervisors approval for this program. The service area for this proposal is any San Francisco resident, and has already been approved by the Department of Public Health, the Health Commission, and Dr. Mitchell Katz. Frederick requested that the Governing Board calendar this proposal for an approval vote by the Board members for the next meeting. The Chair so ordered.

- Frederick reported some concern over reports that a number of Medi-Cal recipients have lost their primary coverage and have not been informed of other or alternative Medi-Cal coverages available. The Chair questioned the BAC members regarding what they have seen happening and Shahnaz informed the Board that this issue is of ongoing concern and that the Plan continues to work with the Department of Human Services on resolving these problems.
- The BAC has voted in favor of requesting SFHP to extend Domestic Partner Benefits to all of its employees. Shahnaz responded that even though the Plan supports the concept, in a previous survey of staff there appeared to be no staff members who wished to avail themselves of such a policy. The Chair stated that this was really an issue of internal policy, but directed that the Plan investigate the possibilities and formulate a policy to be in compliance with County policy and present the results to the Finance Committee for review.

Program Committee

Kate O'Malley reported that the Committee is doing research into the Long-Term Care Program. Gloria Thornton presented the Health Education Program Redesign. This new design is intended to give SFHP an effective, centralized, Plan level Health Education Program, which will increase access to Health Education to all Plan members. RFPs will be solicited from providers, hospitals, medical groups, social and community organizations, as well as all the networks for new and innovative Health Education programs. There will be reimbursement to the organizations for those Health Education classes to which Plan members are referred and attend. The Program Committee will oversee the choice of programs and all contracts for services will be brought to the Governing Board for approval. The new Redesign Program was unanimously approved.

VI. In the interest of time, the Provider reimbursement issue was tabled and will be rescheduled for a future Board meeting.

VII. The Healthy Families Program requires Mental Health and Substance Abuse Programs to be included in the benefits packages. As these services were carved out of the Medi-Cal managed care programs, most networks were inadequately prepared for this requirement. SFHP has contracted with the Managed Mental Health Care Program which is run by the Department of Mental Health. This program has already established a very effective and extensive provider network. The Department of Mental Health has agreed to a capitated contract with the Plan. The contract for these services was unanimously approved by the Board.

*****Closed Session*****

X. Report on Closed Session

There was no report on the closed session.

XI. Public Comment:

There was no public comment.

XII. Adjournment:

The meeting was adjourned at 8:37p.m.

San Francisco



HEALTH PLAN

San Francisco Health Authority Governing Board Agenda

Wednesday, June 3, 1998, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. (V) Approval of Agenda and Minutes from May 6, 1998
- 6:05 II. Chair's Report
(I) Blue Ribbon Committee Update
Other
- 6:15 III. CEO's Report
(I) Membership Statistics
CCS Pilot Update
Other
- 6:25 IV. Medical Director's/Q.I.C. Report
- 6:35 V. Beneficiary Advisory Committee
(I) Update on BAC Activities for 1998
(V) Approval of County Ombuds Office Program (Att: 1)
- 6:50 VI. (I) Discussion of Provider Reimbursement (Att: 2)
- 7:05 VII. (V) Approval of 1998-1999 Rates & Budget
*****Closed Session*****
*****End of Close Session*****
- 7:45 VIII. Report on Closed Session
- 7:50 IX. Public Comment
- 8:00 X. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

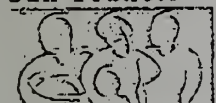
Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: June 5, 1998
- Finance Committee: June 15, 1998
- Quality Improvement Committee: July 23, 1998
- Governing Board: July 8, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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HEALTH PLAN

San Francisco Health Authority Governing Board

Minutes of the June 3, 1998 Meeting

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SAN FRANCISCO
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Present: Thomas Harlan, Frederick Hobson, Jack Fries,
Kate O'Malley, Jo Ruffin, Maria Luz Torre, David Soffa, M.D.,
Sandra Hernandez, M.D., Charles Range, Mitch Katz, M.D.
Bruce Schroffel, Steve Fields

Absent: Josie Mooney, Stuart Heard, Judith Mates, M.D., Sophie Wong,
Anthony Wagner, Debra Barnes

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:20 p.m. The minutes and agenda of the May 6, 1998 Governing Board meeting were unanimously approved.

II. Chair's Report

Dr. Hernandez reported on the Blue Ribbon Committee:

She reported that the Blue Ribbon Committee Report was presented to the Mayor. He had previously been briefed on the contents of the report and has already started to put together an Implementation Team. The Mayor has included half million dollars in the the 1999 budget for this purpose. The legislation and Charter Amendment needed to implement the Proposal are being written in anticipation of a public vote.

III. CEO's Report

Shahnaz reported on the monthly membership:

- She reported that enrollment was up to more that 21,000 lives. She stated that this was probably due to the A and J code holds which were now being re-enrolled in the system. These A and J code holds are being enrolled back into the same Plan from which they were previously disenrolled by the State if they do not make another choice. There are approximately 4,000 recipients in this status in San Francisco. It is not known whether or not these recipients were able to access any service during their on-hold time or not, if so, it would probably have been on a Fee-for-Service basis.
- Shahnaz and reported on the CCS Pilot Project. This pilot has been approved and includes three Bay Area County CCS Programs and their corresponding Local Initiatives. This project is a Fee-for-Service pilot.

IV. Medical Director's Report:

Tracy Flanagan, the Medical Director reported:

- That the Quality Improvement Committee has seated its new members. The committee has now turned over approximately one half of its membership.
- She reported that the Plan is working with the Asthma Task Force as approximately 10% of the Plan's membership suffers from asthma.
- Dr. Flanagan also reported that there have been no grievances filed since the last Board meeting and only 4 filed since the inception of the Plan.
- The DOC Audit will be held next week, but should last only two days, and the written response to the three previous audits is ongoing.

V. Committee Reports:

Beneficiary Advisory Committee:

- Maria Luz Torre stated that the BAC had no report except that they were expecting to hear a report on the Managed Care Mental Health Program at the next BAC meeting.
- Frederick Hobson requested the Board to endorse the County Health Care Consumer Ombuds Office and Commission Proposal that has been developed by a number of community groups as the Health Help working group and has been endorsed by the Health Commission. The Mayor's office has been kept informed of this proposal and while his office has not endorsed it, there has been no negative comment from his office. This proposal is for a pro-active Ombuds Program which will collaborate with any and all other Ombuds program that may be developed. This particular proposal has the support of nine County Supervisors and will be brought before the Board of Supervisors by Supervisor Amos Brown in the near future. This is just the first step in enacting this program. The Board voted 7 to 1 with 3 abstentions to endorse this proposal. Sandra Hernandez M.D., David Soffa M.D., and Bruce Schroffel all abstained.

VI. The Provider reimbursement issue was discussed. The disenrollment survey which is done for every member who disenrolls, showed that 22 of 24 disenrollments came on the advice of the member's PCP. PCPs are stating that they are reimbursed at a better rate by other plans. This seems to be especially true of pediatricians. The Plan has sent surveys to all of its Medical Groups but only 5 of them responded. While the PCPs who returned the survey were generally positive and their suggestions were easily incorporated into the survey, the medical groups had a much more diverse reaction to the survey. Of the 5 groups responding, 2 had only slight input, 1 had some serious concerns, and 2 felt the survey was unacceptable. Most of the concerns involved the provider reimbursement issue. Whether or not the Plan should involve itself in internal IPA decisions and how it should go about doing this was discussed. Shahnaz reported that in the next fiscal audit of the Plan, not only the Plan's administrative costs, but the IPAs' administrative costs would be audited. The consensus was that this issue should be dealt with at the IPA or Hospital level and not at the

physician level. Jack Fries suggested that those IPAs with an ongoing problem with disenrollees be identified and then those IPAs could be dealt with individually and directly. Frederick Hobson stated that the CEO should have the authority to deal with this problem at the Plan level.

*****Closed Session*****

VIII. Report on Closed Session

The Chair reported that the Rates and Budget for FY 1998-1999 were approved.

XI. Public Comment:

There was no public comment.

XII. Adjournment:

The meeting was adjourned at 8:44p.m.

Closed Session Minutes from the Governing Board Meeting of June 3, 1998

Jack Fries, Chair of the Finance Committee, reported that the Committee recommends the budget and rates as submitted to the Board without exception. The operating expenses set at \$3,724,000 is a reasonable figure and will not increase, but should be revisited after more complete projections are done. David Brokaski, CFO, gave a presentation on the budget FY 98-99. The Budget was unanimously approved.

The FQHC rates have been recalculated based on the information provided to the State by SFHP. This revision has resulted in a rate modification by the State which is favorable to the Plan not only in the rate, but in the percentage which is considered incremental and which is considered base.

The Finance Committee has recommended against adopting an age/sex based pay scale for the Healthy Families Program. Since the Program does not cover vaccines, SFHP has decided to find a way to reimburse those providers who will be seeing the Plan's members. The suggestion from the Finance Committee was to create a pool of funds for the purpose of purchasing those vaccines and providing them to the physicians free of charge. This plan would not create two different pay scales for providers, and at the same time, prevent those providers with a large number of small children from suffering out of pocket losses for the vaccines. The details of this pool of funds and how it will be administered will be determined by the Plan. This was approved by the Board.

The Finance Committee recommended that the Board approve the IHSS contract as is and instruct the Plan to proceed with this program. The Board unanimously approved the contract.

Jack Fries

Secretary

San Francisco



HEALTH PLAN

San Francisco Health Authority Governing Board Agenda

Wednesday, July 1, 1998, 6:00p.m.

568 Howard Street, 5th Floor, San Francisco, CA 94105

6:00 I (V) Approval of Agenda and Minutes from June 3, 1998

6:05 II. Chair's Report
Blue Ribbon Committee Update
Discussion of Retreat

6:20 III. CEO's Report
(I) Membership Statistics
Healthy Families Update
Domestic Partners Health Coverage
Other

6:35 IV.. (I) Ombuds Status Report

6:50 V. (I) Medical Director's Report
Quality Improvement
Grievance and Accessibility Review
Peer Review

7:00 VI. Beneficiary Advisory Committee
(I) Update on BAC Activities

7:15 VII. (I) Finance Committee
Budget Update

***** Closed Session *****

7:30 VIII. (I) Hospital/TPA Relationship & Impact on Patient Care

***** End of Close Session *****

7:45 IX. Report on Closed Session

7:50 X. Public Comment

8:00 IX. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: July 10, 1998
- Finance Committee: July 20, 1998
- Quality Improvement Committee: July 23, 1998
- Governing Board: August 5, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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HEALTH PLAN

San Francisco Health Authority Governing Board Agenda

Wednesday, August 5, 1998, 6:00p.m.

568 Howard Street, 5th Floor, San Francisco, CA 94105

- 6:00 I. (V) Approval of Agenda and Minutes from June 3, 1998
- 6:05 II. Chair's Report
Discussion of Retreat
- 6:15 III. CEO's Report
(I) Membership Statistics
Domestic Partners Health Coverage (Att. 1)
New Program Updates:
• Healthy Workers
• Healthy Families
Other
- 6:30 IV. (I) Ombuds Status Report (Att. 2)
- 6:45 V. (I) Medical Director's Report
Quality Improvement (Att. 3)
Grievance and Accessibility Review (Att. 4)
Peer Review & Q.I. Case Summary (Att. 5)
- 7:05 VI. Beneficiary Advisory Committee
(I) Update on BAC Activities
- 7:20 VII. (I) Finance Committee
Budget Update (Att. 6)

*****Closed Session*****

- 7:30 VIII. (I) Hospital/TPA Relationship & Impact on Patient Care

*****End of Close Session*****

- 7:50 IX. Report on Closed Session
- 7:55 X. Public Comment
- IX. Adjournment
- 8:00

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: September 4, 1998
- Finance Committee: August 17, 1998
- Quality Improvement Committee: September 24, 1998
- Governing Board: September 2, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions. Telephone (415) 547-7800 • FAX (415) 547-7824

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HEALTH PLAN ~~San Francisco~~ Health Authority Governing Board
Minutes of the August 5, 1998 Meeting

Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Thomas Harlan, Stuart Heard, Judith Mates, M.D.,
Kate O'Malley, Jo Ruffin, David Soffa, M.D.,
Sandra Hernandez, M.D., Mitch Katz, M.D., Sophie Wong,
Steve Fields, Debra Barnes

Absent: Josie Mooney, Jack Fries, Bruce Schroffel, Maria Luz Torre
Anthony Wagner, Frederick Hobson, Charles Range

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:13 p.m. The minutes of the June 3, 1998 Governing Board meeting were unanimously approved. The agenda was not approved as several changes were anticipated.

II. Chair's Report

Dr. Hernandez reported on the Governing Board Retreat Summary:

- She noted that the Board Retreat summary discussed the transition that the Board was presently undergoing and that the Board was now becoming less operationally oriented and more policy oriented. The Chair discussed the conclusion reached by the Board at the retreat, reiterating that growth was essential but within certain perimeters. Shahnaz agreed that growth was of primary importance as long as the Plan's mission of serving the underserved remained a foremost consideration. The CEO also remarked on the need to consider the purchasers, as well as continued support of the safety net, in every decision made as was clearly articulated at the Retreat. The idea of an Executive Committee was discussed and the Board favored this and the idea of use of a Consent Calendar. A committee of volunteers was named to look into the setting up of the Executive Committee and to come back to the Board with its recommendations. Steve Fields, Tom Harlan, Sandra Hernandez, Kate O'Malley, and one member representing the BAC will meet with the CEO to help implement these changes.

III. CEO's Report

Shahnaz reported on the monthly membership:

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- She reported that enrollment was up again this month. She reported that the on-hold problems are decreasing, and she attributed that to the Plan's cooperative effort with DHuS. While changes in the program are often confusing even to the workers at DHuS and they admit to having some problems keeping up with them, the Plan's Member Services staff is in touch with all of its members when they go to on-hold status in order to assist them in getting back into the system as quickly as possible.
- She also reported on the new Healthy Families enrollment. SFHP's enrollment is now at 460 members, 5 times the amount predicted for the Plan at this time. Shahnaz attributed this to provider training and education and the outreach efforts of the providers and Plan staff. She cited NEMS and CHN, in particular, for their efforts. Shahnaz stated that 85% of our Healthy Families enrollees are between the ages of 7 and 14, and that 95% of the enrollment is Chinese. MRMIB is pursuing the concerns expressed by the Plans and communities involved regarding the lack of enrollment from the Hispanic community and whether or not INS issues are a factor in this lack of participation in the program.
- SFHP is working with DHS and DHuS in trying to resolve the backlog of applications to be reviewed at the State level for Healthy Families and Medi-Cal eligibility. It is the Plan's understanding that there is lack of sufficient staff level to handle all the applications submitted and that they are backing up. There may be applications from June which have not been processed yet.
- Plan-wide, SFHP is second in the State in enrollment, and has the largest number of enrollees in any single county. Shahnaz thanked the providers for their cooperation and outreach and education efforts.
- The Domestic Partners policy for the Plan was discussed. There were several options open to the Plan and based on the law and other policies presently in use, the Plan has recommended one of the two discussed. Since the Plan's health coverage is through HIPC and HIPC does not cover domestic partners, the Plan would have to either restructure its existing health coverage by limiting the choices of plans to only those that cover domestic partners or set up a system in which payment to cover the difference in the cost of privately purchased health coverage for the partner. At this time, there are no employees who have requested this coverage, so the Plan feels that utilizing the payment system would be the most effective method until there are at least five employees who are covering their partners. The Board discussed the possible ramifications of this approach at length and while there were reservations about how this might impact employees with regard to confidentiality and their need to request the coverage. The Board unanimously approved the payment plan as a transition plan for use until the next open enrollment period for SFHP's benefits, at which time SFHP will provide choices which include domestic partners.
- Shahnaz reported that the Healthyworkers Program (IHSS) is progressing. SFHP has worked diligently with SEIU, the Public Authority, and Community Health Network to bring this project together. SFHP expects this project to be up and running October 1, 1998. A grant proposal for outreach was submitted to the California HealthCare Foundation and SFHP was awarded a grant in the amount of \$51,000 for outreach and

education. Along with this proposal, the Foundation will conduct an evaluation of our outreach as to its effectiveness.

- Shahnaz relayed a request by Board member Frederick Hobson to postpone the discussion on Ombuds Proposal until he could be present at the meeting. Unfortunately, he had a previous commitment that precluded him from attending this Board meeting. The Board agreed that this was an appropriate action and the Ombuds Proposal discussion was postponed until the September meeting.

IV. Medical Director's Report:

Tracy Flanagan, the Medical Director reported:

- That the Peer Review and Grievance & Accessibility Committees are all functions of and report to the Quality Improvement Committee. Tracy stated that accessibility issues are a high priority with the Plan and that two new studies will be undertaken to measure accessibility in several areas. Dr. Flanagan referred the Board to Attachment 3 of their Board packet and summarized the information which The Quality Improvement Committee is currently working on responses to both the DOC and DHS audits, and as suggested by the DOC audit Q.I. is attempting to ensure a steady and appropriate flow of information to the Board.
- Dr. Flanagan referred to Attachment 4, which was a summary of the grievances filed and their resolution status. She stated that the Plan gets surprisingly few complaints. However, all complaints are thoroughly investigated in and of themselves as well as for possible indicators of any systemic problems. All grievances are now resolved or near resolution. The only problem the Committee has is that of attaining a quorum. This problem is being addressed by scheduling the GAR meeting for the half hour prior to the Q.I. Committee meeting, thereby allowing the physicians and other members to attend both meetings on the same evening.
- Dr. Flanagan also referred to Attachment 5, which summarized the Peer Review Committee's investigations and findings. She stated that all the Peer Review issues have been successfully resolved and that only two Quality Improvement issues are open at this time. These issues are in process and should be resolved and closed shortly.

V. Committee Reports:

Beneficiary Advisory Committee:

There was no report from the BAC.

Finance Committee:

The Finance Committee has revisited the operating expenses of the 98-99 budget and unanimously approved them. The Committee found that operating expenses for this new budget are consistent with last year's costs and are holding at about 12%. The Plan has worked very hard to keep these expenses consistent with last year's, percentage-wise, even

though Q.I. expenses are up due to contractual obligations, occupancy costs are up due to the need for increased space as the staff grows, and marketing and outreach costs are ever increasing due to the Plan's growth and new product lines. The Chair thanked the CFO for his efforts.

*****Closed Session*****

VIII. Report on Closed Session

There was no report on closed session as there was no public in attendance when closed session ended.

XI. Public Comment:

There was no public comment.

XII. Adjournment:

The meeting was adjourned at 8:33p.m.



**San Francisco Health Authority
Governing Board
Agenda**

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Wednesday, October 7, 1998, 6:00p.m.
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|------|-------|-----|---|
| 6:00 | I. | (V) | Approval of Agenda and Minutes from August 5, 1998 |
| 6:05 | II. | (I) | Chair's Report |
| 6:15 | III. | | CEO's Report |
| | | (I) | Membership update <ul style="list-style-type: none"> • Medi-Cal • Healthy Families DHS Contract Amendment and Rates/AB2729
Standardization of Quality of Care & Encounter Data
DOC/DHS Scrutiny of IPA's Performance
Other |
| 6:25 | IV. | | Finance Committee |
| | | (V) | 1998 Financial Audit Results-Williams Adley, & Co. |
| 6:35 | V. | (I) | Ombuds Status Report (Att.1) |
| 6:45 | VI. | (V) | Resolution to Amend Article XIV of the By-Laws (Att. 7) |
| 7:05 | VII. | (I) | Medical Director's Report
Quality Improvement (Att. 2)
Grievance and Accessibility Review (Att. 3)
Peer Review & Q.I. Case Summary (Att. 4) |
| 7:15 | VIII. | (V) | Recommendations of the Rules Committee (Att. 5) |
| 7:25 | IX. | | Beneficiary Advisory Committee |
| | | (I) | Update on BAC Activities |
| | | (V) | Changes in the Membership of the BAC (Att. 6) <ul style="list-style-type: none"> • Addition of at least 2 Seats for Healthy Families Members • Addition of at least 2 Seats for Healthy Workers Members • Removal of the 2 Advocate Seats Approval of BAC Member Maria Luz Torre to GAR Committee
Approval of BAC Member Robert Planthold to Q.I. Committee |

*****Closed Session*****

7:35 X. (I) Hospital/TPA Relationship
(V) Personnel Committee Report

*****End of Close Session*****

7:50 XI. Report on Closed Session

7:55 XII. Public Comment

8:00 XIII. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: September 4, 1998
- Finance Committee: August 17, 1998
- Quality Improvement Committee: September 24, 1998
- Governing Board: September 2, 1998

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.



**San Francisco Health Authority Governing Board
Minutes of the October 7, 1998 Meeting**

Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Kate O'Malley, Jo Ruffin, David Soffa, M.D., Frederick Hobson
Sandra Hernandez, M.D., , Sophie Wong, Maria Luz Torre
Steve Fields, Charles Range, Jack Fries, Stuart Heard, Thomas Harlan

Absent: Josie Mooney, Bruce Schroffel, Judith Mates, M.D.,
Anthony Wagner, Debra Barnes, Mitch Katz, M.D.

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:20 p.m. The agenda and minutes of the August 5, 1998 Governing Board meeting were unanimously approved.

II. Chair's Report

The Chair had no report.

III. CEO's Report

Shahnaz reported on the monthly membership:

- She reported that Medi-Cal enrollment was up again this month. The Plan's Healthy Families enrollment is the second largest in the State, plan-wide. The CEO attributed this continued enrollment to the providers efforts, Plan outreach and the Plan's collaboration with DHuS. Healthy Families membership is made up primarily of 7 to 12 years olds and is ethnically primarily Chinese. INS has still not commented on the Public Charge issue which may be the reason for the low enrollment of Hispanic members. MRMTB and the State are both working with the INS to resolve this issue, but as of now there is no indication as to when there will be a definitive ruling.
- She also reported on the contract status with DHS. While most issues have been resolved, the State has added some amendment language which would preclude any legal actions against the State to recover losses caused by the State. The LIs have proposed compromise language and are hopeful of a resolution soon. If there is no movement in these negotiations, Shahnaz will return to the Board for guidance on this issue.

- Shahnaz reported that AB 2729 was passed and signed into law by Governor Wilson.
- The CEO reported that the Plan is awaiting a response from the State regarding the damage claim filed by SFHP in the amount of \$800,000.
- The State will be monitoring and standardizing the quality of care and encounter data information being provided by both Medi-Cal and commercial health plans. The Plan will be working with all of its IPAs to prepare for the contractual obligations from the State regarding utilization data.
- The CEO reported that the State has made four different requests with a one week turn around. They were requesting Plan procedures on Viagra, Experimental or Investigational Treatments, IPA Financial & Claim Audit, and Q.I. Oversight of IPAs. We rated well in all but one of these areas and Plan will be re-audited in that area as the Plan has a unique relationship with its IPAs.
- Shahnaz updated the Ombuds Proposal, reporting that the city is hoping to put the Ombuds Office in an existing City department and the BAC is still firmly supporting the proposal that was submitted by coalition which included Frederick Hobson and Maria Luz Torre from the Board. Dr. Hernandez stated that the Board has set a letter in general support of an Ombudsman Program for health care issues per the Board's earlier decision.
- Jackie Oliveri was introduced to the Board as the Plan's new Chief Financial Officer.
- Pam Neyland from Williams, Adley, Inc. presented the Audited Financial Statements for SFHP FY 1997-1998. The field work was completed in August and the final report will be ready in about one week pending Board approval. There audit found no reportable acts, no disagreements and the audit team expressed an unqualified opinion of the financial statements.
- Bob Griffen, also from Williams, Adley spoke to the management concerns regarding tax changes (in process), the YR 2000 computer concerns (expect 100% completion of system review by 6/99), and a formalized investment policy (in process).

By-law issues were discussed, the Executive Advisory Committee was discussed and will be voted on at the next Board meeting. The Board voted unanimously to require a 28 day waiting period between discussion of by-law changes and the actual vote on those changes. The Board unanimously approved the use of the consent calendar which will be developed by staff.

IV. Medical Director's Report:

Tracy Flanagan, the Medical Director reported:

- That the Quality Improvement Committee minutes which were handed out follow and summarize the Q.I. meeting and all of the medical management issues and their

resolutions. She emphasized the importance of the information systems to the Q.I. process and noted that this was highlighted by the audit results.

- ♦ Dr. Flanagan referred to Attachment 4, which was a summary of the quality of care issues that the Plan deals with on an ongoing basis.

V. Committee Reports:

Beneficiary Advisory Committee:

Maria Luz Torre reported that Michael Lynch had resigned from the BAC. The BAC has nominated Bob Planthold to replace him on the Q.I. Committee and Maria Luz Torre to replace Catherine Teare on the GAR Committee. She reported on member issues.

The BAC has voted to remove both Catherine Teare and Michael Keyes from the BAC. The BAC feels that the advocate seats are no longer needed by the members and that the advocates attendance is poor and the committee's best interests are not served by advocates.

Shahnaz spoke to the many contributions that have been made by the advocates and the Board discussed the issue. The BAC members were asked to take this issue back to their committee and reconsider their decision. This will be reconsidered at the next Board meeting.

Bob Planthold was approved unanimously for the Q.I. Committee. As Catherine Teare has not been officially removed from the BAC., no vote on Maria Luz Torre's nomination could take place

*****Closed Session*****

VIII. Report on Closed Session

There was no report on closed session as there was no public in attendance when closed session ended.

XI. Public Comment:

There was no public comment.

XII. Adjournment:

The meeting was adjourned at 9:22p.m.



**San Francisco Health Authority Governing Board
Minutes of the September 15, 1999 Meeting**

Chair: Mitchell Katz, M.D.
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Frederick Hobson, Mitch Katz, Kate O'Malley,
Maria Luz Torre, Anthony Wagner, Sophie Wong, Charles Range

Absent: Ron Hill, Bruce Schroffel, Jo Ruffin, Josie Mooney, Stuart Heard, PharmD

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:20p.m. The minutes and agenda were approved.

II. Consent Calendar

Jack Fries requested the resolution to change the name of the Beneficiary Committee to Public Policy Committee be taken off the Consent Calendar for discussion. He then offered an amendment to the name change making it the Public Policy Advisory Committee. Both Frederick Hobson and Maria Luz Torre objected. Frederick stated that Board committees could not use advisory in their titles according to Title 10. Board members felt that it was important to distinguish this committee as advisory, as all committees to the Board are only advisory. The vote was taken on the original item, the name change to Public Policy Committee. The vote was 5 to 2 against changing the committee name.

III. Chair's Report

The Chair had no report.

IV. CEO's Report

Shahnaz gave the 1998/99 Annual Report. Shahnaz gave a presentation which touched on the Plan's mission statement, gave a brief overview of all four lines of business (Medi-Cal, Healthy Families, HealthyWorkers & PacAdvantage), discussed the fact that the Plan has seen an increase in the number of people choosing SFHP over Blue Cross, and that voluntary disenrollment has decreased by 4%. The Plan has seen an increase in both Russian and Chinese speaking members and continues to pursue ways to accommodate those members linguistically, both at the Plan level and with linguistically appropriate

providers. Adequacy of network, as well as specialty access is still a concern, however, the Plan continues to work with all the medical groups in a constant effort to enlarge the network. Shahnaz thanked both the Board and the Plan staff for all of their support and hard work. Charles Range expressed the Board's gratitude to Shahnaz for her vision and efforts. Shahnaz then introduced Janie Tyre. Janie presented SFHP's marketing plan. The strategy is to increase the Plan's visibility, as well as coordinate with all other ongoing marketing and outreach activities. The Board agreed that the Plan needed to be more visible. The concepts, artwork and music for the campaign were presented to the Board. The Board felt the plan needed some fine tuning, but over-all was a good campaign.

The Chair took Item VIII. out of order.

VIII. Medical Director's Report

Dr. Flanagan discussed the 1999/2000 Q.I. Program. The Board received a summary of the program and the entire program was available to all the Board members who requested it. The Board unanimously approved the Q.I. Program. Dr. Flanagan then reviewed the minutes from the Q.I. Committee & Grievance & Review Committee meetings. All Board members received the minutes from these meetings. The Medical Director reported that the Plan had received very few complaints, that all complaints were thoroughly investigated and that almost all of the complaints had been quickly resolved. Those not yet resolved were in the process of resolution now. The Plan had received no grievances. Dr. Flanagan also reported that the Plan has developed a disease management program, that will focus on asthma and diabetes. Gerald Harris has withdrawn his interest in sitting on the Q.I. Committee so no vote was needed.

VI. Consideration of Support for the Laguna Honda Rebuild

Frederick Hobson spoke in support of a letter of support from the Board for the rebuild. Jack Fries questioned whether the Board should take a position on this issue. The Board voted 7 to 0 for approval with Mitch Katz and Tony Wagner abstaining.

VII. Consideration of Mt. Zion Hospital Closing

Frederick spoke in favor of a letter from the Board in support of Mt. Zion emergency and inpatient services remaining open. Jack Fries stated that in concept he agreed, however was concerned about details. Steve Fields felt that the Board needed more detail in these resolutions. The Board did vote unanimously in favor of a letter supporting Mt. Zion remaining open.

IX. Beneficiary Committee Report

Frederick requested the vote on the three new Beneficiary Committee members be taken out of order. The Board unanimously approved Sandra Estrada, Elia Fernandez & Joanne Alvergue to the Committee. The Beneficiary Committee requested an increase in both the stipend paid for meeting attendance and child care. Frederick pointed out that raising the child care reimbursement to \$8.00 per child per hour would bring it in line with the figure Mayor Brown had stated was a reasonable wage. He also stated that the stipend had not changed since the inception of the Committee. Maria Luz Torre pointed out that the Committee members gave much more of their time than just those two hours and worked very hard to provide input to the Board. The Board unanimously approved the increase of the stipend from \$25.00 per meeting to \$50.00 per meeting and also approved the increase requested for child care reimbursement.

V. Overview of Anti-Fraud Program

Tina Outzen presented the anti-fraud program. The State passed a law requiring all health plans to create and implement an anti-fraud program. Tina summarized the program and the program was approved. Frederick Hobson introduced an amendment to require all anti-fraud staff to be hired and supervised by the Board. He felt there was a conflict of interest involved in the CEO hiring and supervising this staff. The amendment was defeated.

*****Closed Session*****

XI. Report on Closed Session

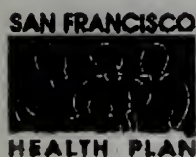
The FY1999/00 Budget was approved.

XII. Public Comment

There was no public comment.

The meeting was adjourned at 2:20 P.M.

Jack Fries, Secretary



**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, December 16, 1998, 12:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- I. (V) Approval of Agenda and Minutes from October 7, 1998
- II. (I) Chair's Report
- III. (V) Elections of New Officers:
 - Chair
 - Vice-Chair
 - Secretary/Treasurer
- IV. (V) Resolution 98-8 to Amend By-Law Article XIV, Section 14.1 to Create an Executive Advisory Committee
- V. (V) Resolution 98-9 to Amend By-Law Article V, Section 5.14 to Reconfigure the Beneficiary Advisory Committee
- VI. (V) Approval of Asale Haquekyuh Chandler as the BAC Representative to the GAR Committee
- VIII. Public Comment
- IX. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- | | |
|-----------------------------------|-------------------|
| • Beneficiary Advisory Committee: | December 18, 1998 |
| • Finance Committee: | December 21, 1998 |
| • Quality Improvement Committee: | January 21, 1998 |
| • Governing Board: | January 6, 1999 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons



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San Francisco Health Authority Governing Board
Minutes of the December 16, 1998 Meeting

Chair: Sandra Hernandez
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Kate O'Malley, David Soffa, M.D., Frederick Hobson
Sandra Hernandez, M.D., Sophie Wong, Maria Luz Torre
Steve Fields, Stuart Heard, Thomas Harlan, Josie Mooney,
Anthony Wagner, Debra Barnes, Mitch Katz, M.D.

Absent: Bruce Schroffel, Judith Mates, M.D., Jack Fries, Jo Ruffin, Charles
Range

Sandra Hernandez chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:37 p.m. The agenda and minutes of the October 7, 1998 Governing Board meeting were unanimously approved.

II. Chair's Report

The Chair reported that she has been appointed to the board of Managed Risk Medical Insurance Board and therefore she must resign from the SFHP Board effective immediately. Dr. Hernandez expressed her regret at leaving and thanked Shahnaz and the Board members the time she had spent working with them. The CEO thanked the Chair for all of her efforts on behalf of the Board and the Plan.

III. Election of Officers

The Chair called for election of new officers. Dr. Mitch Katz was nominated, seconded and unanimously elected to the Chair position. Dr. David Soffa was re-nominated as Vice-Chair and he was unanimously re-elected. Jack Fries was re-nominated as Secretary/Treasurer and also unanimously re-elected. Dr. Hernandez turned the meeting over to the newly elected Chair, Dr. Katz.

IV. Resolution 98-08

Resolution 98-08 was introduced by Dr. David Soffa. This resolution is a by-law change to add an Executive Advisory Committee to the standing committees for the Plan. This committee would be advisory in nature, meet as often as needed, be directed by the Board and consist of no more than eight members. The composition of this committee would be: Chair, Vice-Chair, Secretary/Treasurer, Chairs of the BAC, Finance, Program, and Q.I. committees. Sophie Wong made a friendly amendment to add at-large Board members appointed by the Board to fill in any vacant seats not exceeding the total of eight. The amendment and the resolution both passed unanimously. Sophie Wong and Josie Mooney were named as the at-large members.

V. Resolution 98-09

Resolution 98-09 was introduced by Frederick Hobson. This resolution is a by-law change to amend language regarding the make-up of the Beneficiary Advisory Committee. This resolution would eliminate the seven advocate seats on the committee, change the language to read public health consumers instead of plan enrollees and add recruitment of committee members to the Plan's responsibilities. The Board questioned some of the language changes and how they would impact who could actually be a committee member. Concern was also expressed regarding loss of committee members and additional Plan responsibility. Frederick offered an amendment to the language of the resolution to be less general in the definition of committee members. A motion was made and unanimously approved to table this resolution until the next Board meeting and Frederick stated that he would have the language revised for that meeting.

VI. Public Comment:

There was no public comment.

VII. Adjournment:

The meeting was adjourned at 1:56 p.m.

Jack Fries

Secretary



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**San Francisco Health Authority
Governing Board
Agenda**

Wednesday, March 3, 1999, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

- 99
- I. (V) **Approval of Agenda and Minutes from December 16, 1998**
 - II. **Chair's Report**
 - 1115 & Long Term Care Waiver Requests
 - Other
 - III. **CEO's Report**
 - (I) Membership Update (Att. 1)
 - Retroactive Rate Increases for Medical Groups & Hospitals (Oct. 97 through Feb. 99)
 - Healthy Families Update
 - Community Provider Plan Status
 - Rate Negotiations
 - New Lines of Business
 - HealthyWorkers
 - HIPC
 - Consumer Satisfaction Survey
 - Survey of Health Plans
 - Survey of Hospitals by California Health Care Foundation
 - IV. (V) **Executive Advisory Committee Report**
 - Beneficiary Committee Changes (Att. 2)
 - Recommendation re: Changes in the membership make-up of the Beneficiary Advisory Committee
 - V. (I) **Medical Director's Report**
 - Quality Improvement (Att. 3)
 - Grievance and Accessibility Review (Att. 4)
 - Peer Review & Q.I. Case Summary (Att. 5)
 - VI. **Beneficiary Advisory Committee**
 - (I) Update on BAC Activities
 - VII. (V) **Finance Committee**
 - Approval of Investment Policy (Att. 6)

*****Closed Session*****

Settlement with State for Financial Damages
Financials (Att. 7)

*****End of Close Session*****

VIII. Report on Closed Session

IX. Public Comment

X. Adjournment

Items approved by the Executive Advisory Committee and recommended for placement on the Consent Calendar.

CONSENT CALENDAR

- I. Approval & Adoption of Resolutions for Participation of SFHP in CalPers Retirement Program (Att.8)
- II. Approval of FQHC Pilot Contract Amendment (Att. 9)

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: March 5, 1999
- Finance Committee: March 22, 1999
- Quality Improvement Committee: March 18, 1999
- Governing Board: April 7, 1999

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.



San Francisco Health Authority Governing Board
Minutes of the March 3, 1999 Meeting

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Chair: Mitchell Katz, M.D.

Vice-Chair: David Soffa

Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Frederick Hobson, Jo Ruffin, Maria Luz Torre, David Soffa, Judith Mates, Mitch Katz, Charles Range, Anthony Wagner, Josie Mooney,

Absent: Kate O'Malley, Sophie Wong, Ron Hill, Bruce Schroffel

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 6:12 p.m. The agenda and minutes were unanimously approved.

II. Chair's Report

Dr. Katz reported:

- That there have been a series of meetings regarding the 1115 Waiver of the Medi-Cal regulations. Consultants have reported on incorporating non-mandatory categories into managed care and have stated that this would increase funding for health coverage for indigent care. However, the saving would be relatively small and the number of lives involved is relatively small. There is also the possibility that no waiver would be required if the hospitals agreed. There are concerns regarding the impact this change might have on long term care. The Health Commission has put the 1115 Waiver on hold for the next six months. Dr. Katz also reported on the Long Term Care Project, legislation requires that the Governance entity make available packages of services. SFHP has made a presentation regarding being that governance entity. There is still considerable work to do as the Plan continues to look at this project and expertise and administrative costs are a concern. The Board will be updated as this project continues.

III. CEO's Report

Shahnaz reported on numerous issues:

- March Medi-Cal membership numbers were down approximately 200. CalWorks and Transitional Medi-Cal are contributing factors to the decrease in the Medi-Cal numbers. The new guidelines for TANF have not been completed as yet. San Francisco county has not yet begun to transition its recipients. The Plan will notify members of their other options as they begin to get their DHS notifications. However, Healthy Families is

The new guidelines for TANF have not been completed as yet. San Francisco county has not yet begun to transition its recipients. The Plan will notify members of their other options as they begin to get their DHS notifications. However, Healthy Families is increasing slowly and as of March 1st HealthyWorkers has begun. Outreach for this new line of business continues.

- The retroactive rate payment from the State arrived on March 2nd, the contract amendment is on the way from the State.
- Our Healthy Families program has been renewed by MRMIB and we are currently awaiting notification as to our Community Plan Provider status. We are ready to sign the amendment to this program as soon as we receive it.
- The Plan has received approval from DOC for the HealthyWorkers Program. The HealthyWorkers population includes over 300 Chinese speaking members and over 200 Russian speaking members and approximately 50% of this population is between the ages of 40 to 45 years. The Plan has received a \$50,000 grant for outreach services.
- DOC has also approved the Plan's partnering in HIPC. SFHP submitted an RFP to participate effective July 1, 1999. We have met the requirements and HIPC is interested in our participation.
- We have completed the Member Satisfaction Survey in which 100% of our members were surveyed. The State will be surveying the entire Medi-Cal population in April.
- SFHP, St. Luke's, the consortium clinics and the Department of Public Health are all cooperating in an immunization project. Immunizations are up over the last three years and by the year 2000 it is hoped that 90% of all children will be up to date on their immunizations.

IV. Medical Director's Report

Tracy Flanagan reported:

- The Q.I. Committee has reviewed its annual report and the Q.I. Plan for 1999 and it will be distributed soon. The Medical Management team of the Plan is currently gearing up for the HEDIS audit.
- The Board was provided with the Q.I. minutes, as well as the Peer Review, the Grievance and Accessibility Review, and the Pharmacy and Therapeutics Committee reports. The P & T committee is responsible for all additions to and deletions from the Plan formulary. The PMPM costs have remained very stable.
- Attention was called to the GAR report, which lists any grievances or accessibility issues that have been identified, and sees to their resolution. There have been relatively few complaints and all have been resolved.
- In an effort to address not only individual complaints but be sure there are no systemic problems underlying, medical management of the Plan uses member calls, member satisfaction surveys, and liaisons from other agencies and public health to monitor customer satisfaction.

- There will be a 12 page overview of the Q.I. Report distributed to all Board members, with the complete report available upon request.

V. Committee Reports:

Executive Advisory Committee:

Dr. David Soffa reported:

- That the EAC met on February 2, 1999, and a Consent Calendar was approved and submitted for the Governing Board Meeting. Frederick Hobson requested that the Consent Calendar be placed at the beginning of the agenda at future Governing Board meetings instead of at the end, as that was the appropriate place for it. There was no objection. Dr. Soffa stated that the items on the Consent Calendar had been discussed and placed there unanimously by the EAC. The Consent Calendar was then approved unanimously by the full Board.
- The BAC membership make-up was discussed by the EAC and most points had been resolved. The words public policy per the Knox-Keene Act would be added to the committee language, the number of members would be from 10 to 25 with a majority of members plan enrollees. The EAC agreed to requiring 2 providers and 2 advocates, the Governing Board would still have oversight as to changing membership, the Plan would have membership recruitment responsibilities and there would continue to be 2 co-chairs. This was the version recommended by the EAC. There was discussion as to why the language regarding the Board's right to make appointments was removed. Frederick felt that language was offensive to BAC members as the Plan does not help in any recruitment. He also stated that the BAC is still adamantly opposed to any advocates on the committee. After much discussion, the Board agreed on adding 2 providers and 2 advocates with personal Medi-Cal experience, it also agreed to leave in the Board's right to appoint members but only after the Committee has dropped below the minimum number of 10 members and then only after the Committee has had 90 days to fill the vacancy. The Plan and the Committee would now be responsible for recruitment. The amended language was approved.

Beneficiary Committee:

Frederick Hobson and Maria Luz Torre reported:

- The BAC still has no staff liaison and that one is needed.
- Dr. Katz attended the last BAC meeting and was introduced and listened to the members concerns, some of which were: enhanced case management and ancillary issues such as housing and accessibility.
- The BAC has made committee recruitment a priority.

- There has been some member experience with providers prescribing medications not on the formulary. The Committee was interested in how the providers are kept aware of formulary and other Plan changes.

Finance Committee:

Jack Fries reported:

- The Finance Committee has recommended a very conservative investment policy. The policy was unanimously approved as recommended.

VI. Closed Session

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VII. Report on Closed Session

The Chair reported that the Plan and the State reached a settlement on the Plan's claim.

VIII. Public Comment

There was no public comment.

IX. Adjournment

The meeting was adjourned at 8:30 P.M.



San Francisco Health Authority
Governing Board
Agenda

99
Wednesday, May 4, 1999, 6:00p.m.
568 Howard Street, 5th Floor, San Francisco, CA 94105

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- I. (V) Approval of Agenda and Minutes from March 3, 1999
- II. Chair's Report
- III. Presentation of SFHP Quality Improvement Program
- (V) 1998 Quality Improvement Annual Executive Summary (Att. 1)
 - (V) 1998 Quality Improvement Annual Evaluation (Att. 2)
 - (V) 1999 Quality Improvement Work Plan (Att. 3)
 - (I) QIC Minutes & Grievance and Accessibility Review-1998 Summary (Att. 4)
 - (I) DHS A & I 1998 Summary Results (Att. 5)
- IV. Public Comment
- V. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- Beneficiary Advisory Committee: May 7, 1999
- Finance Committee: May 24, 1999
- Quality Improvement Committee: May 20, 1999
- Governing Board: June 2, 1999

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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HEALTH PLAN

Here for you

**San Francisco Health Authority Governing Board
Minutes of the May 5, 1999 Meeting**

Chair: Mitchell Katz, M.D.

Vice-Chair: David Soffa

Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Thomas Harlan, Stuart Heard, Frederick Hobson, Maria Luz Torre, David Soffa, Mitch Katz, Anthony Wagner

Absent: Kate O'Malley, Sophie Wong, Ron Hill, Bruce Schroffel, Jo Ruffin, Judith Mates, Josie Mooney, Charles Range

Mitchell Katz, M.D. chaired the meeting.

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I. Minutes and Agenda

SEP 08 1999

The Chair convened the meeting at 6:20 p.m.

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II. Chair's Report

Dr. Katz stated that this entire meeting was designated for the Annual Quality Improvement Report for 1998 and the 1999 Quality Improvement Plan.

III. Presentation of SFHP Quality Improvement Program

Tracy Flanagan, Medical Director, gave a presentation on the 1998 efforts of the SFHP with regard to quality improvement and on what plans the medical management team had to continue improvement in the areas of medical management, member and provider satisfaction, access to care, and health education for 1999. After the presentation, Dr. Flanagan reviewed the summary minutes of both the QIC and Grievance and Accessibility Review Committees that had been provided to the Board members. She also summarized the 1998 Department of Health Services A & I Audit results for the Board. Frederick Hobson stated that the Beneficiary Public Policy Committee was concerned as to why this annual report was not brought to that committee for member input before the final Board approval. Dr. Flanagan explained about time constraints and stated that both the QI and the GAR committees have member representation on them and that it is part of their responsibilities to keep the Beneficiary Public Policy Committee informed. The 1998 Quality Improvement Annual Executive Summary, 1998 Quality Improvement Annual Evaluation and the 1999 Quality Improvement Work Plan were approved by a vote of 7-0 with Frederick Hobson and Maria Luz Torre abstaining.

The minutes and the agenda were approved unanimously.

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telephone (415) 547-7800 fax (415) 547-7824 info@sfhp.org

IV. Public Comment

There was no public comment.

IX. Adjournment

The meeting was adjourned at 8:25 P.M.



CORRECTED AGENDA
San Francisco Health Authority
Governing Board

Wednesday, September 15, 1999 12:00p.m.
 568 Howard Street, 5th Floor
 San Francisco, CA 94105

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- 199
 ect ed
- I. (V) **Approval of Agenda and Minutes from May 5, 1999**
 - II. (V) **Consent Calendar**
 Approval of resolution to amend the bylaws to change the name of the
 "Beneficiary Committee to "Public Policy Committee" (Att. 1)
 - III. (I) **Chair's Report**
 - IV. **CEO's Report**
 - (I) 1998-1999 Annual Report
 - (I) Marketing Plan
 - V. (V) **Overview of Anti-Fraud Program (Att. 2)**
 - VI. (V) **Consideration of Support for Laguna Honda Rebuild (Att. 3)**
 - VII. (V) **Consideration of Mt. Zion Hospital Closing (Att. 4)**
 - VIII. **Medical Director's Report**
 - (V) Approval of Q.I. Program (Att. 5)
 - (V) Approval of Gerald Harris, MD to Q.I. Committee
 - (I) Quality Improvement Committee (Att. 6)
 - (I) Grievance and Accessibility Review (Att. 7)
 - (I) Peer Review
 - IX. **Public Policy Committee**
 - (I) Update on Public Policy Committee Activities
 - (V) Consideration of Public Policy Committee. Stipend and Child Care (Att. 8)
 - (V) Approval of Sandra Estrada, Elia Fernanadez & Joanne Alvergue
 to the Public Policy Committee

.....
 Closed Session

- X. **Finance Committee**
 - (V) FY 1999/2000 Budget (Att. 9)

End of Closed Session

- XI. Report on Closed Session**
- XII. Public Comment**
- XIII. Adjournment**

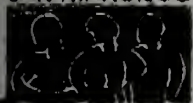
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Please Note These Upcoming SFHA Meetings:

- Public Policy Committee: September 17, 1999
- Finance Committee: September 22, 1999
- Quality Improvement Committee: September 16, 1999
- Governing Board: November 3, 1999

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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HEALTH PLAN

Here for you

**San Francisco Health Authority Governing Board
Minutes of the September 15, 1999 Meeting**

Chair: Mitchell Katz, M.D.
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Frederick Hobson, Mitch Katz, Kate O'Malley,
Maria Luz Torre, Anthony Wagner, Sophie Wong, Charles Range

Absent: Ron Hill, Bruce Schroffel, Jo Ruffin, Josie Mooney, Stuart Heard, PharmD

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:20p.m. The minutes and agenda were approved.

II. Consent Calendar

Jack Fries requested the resolution to change the name of the Beneficiary Committee to Public Policy Committee be taken off the Consent Calendar for discussion. He then offered an amendment to the name change making it the Public Policy Advisory Committee. Both Frederick Hobson and Maria Luz Torre objected. Frederick stated that Board committees could not use advisory in their titles according to Title 10. Board members felt that it was important to distinguish this committee as advisory, as all committees to the Board are only advisory. The vote was taken on the original item, the name change to Public Policy Committee. The vote was 5 to 2 against changing the committee name.

III. Chair's Report

The Chair had no report.

IV. CEO's Report

Shahnaz gave the 1998/99 Annual Report. Shahnaz gave a presentation which touched on the Plan's mission statement, gave a brief overview of all four lines of business (Medi-Cal, Healthy Families, HealthyWorkers & PacAdvantage), discussed the fact that the Plan has seen an increase in the number of people choosing SFHP over Blue Cross, and that voluntary disenrollment has decreased by 4%. The Plan has seen an increase in both Russian and Chinese speaking members and continues to pursue ways to accommodate those members linguistically, both at the Plan level and with linguistically appropriate

providers. Adequacy of network, as well as specialty access is still a concern, however, the Plan continues to work with all the medical groups in a constant effort to enlarge the network. Shahnaz thanked both the Board and the Plan staff for all of their support and hard work. Charles Range expressed the Board's gratitude to Shahnaz for her vision and efforts. Shahnaz then introduced Janie Tyre. Janie presented SFHP's marketing plan. The strategy is to increase the Plan's visibility, as well as coordinate with all other ongoing marketing and outreach activities. The Board agreed that the Plan needed to be more visible. The concepts, artwork and music for the campaign were presented to the Board. The Board felt the plan needed some fine tuning, but over-all was a good campaign.

The Chair took Item VIII. out of order.

VIII. Medical Director's Report

Dr. Flanagan discussed the 1999/2000 Q.I. Program. The Board received a summary of the program and the entire program was available to all the Board members who requested it. The Board unanimously approved the Q.I. Program. Dr. Flanagan then reviewed the minutes from the Q.I. Committee & Grievance & Review Committee meetings. All Board members received the minutes from these meetings. The Medical Director reported that the Plan had received very few complaints, that all complaints were thoroughly investigated and that almost all of the complaints had been quickly resolved. Those not yet resolved were in the process of resolution now. The Plan had received no grievances. Dr. Flanagan also reported that the Plan has developed a disease management program, that will focus on asthma and diabetes. Gerald Harris has withdrawn his interest in sitting on the Q.I. Committee so no vote was needed.

VI. Consideration of Support for the Laguna Honda Rebuild

Frederick Hobson spoke in support of a letter of support from the Board for the rebuild. Jack Fries questioned whether the Board should take a position on this issue. The Board voted 7 to 0 for approval with Mitch Katz and Tony Wagner abstaining.

VII. Consideration of Mt. Zion Hospital Closing

Frederick spoke in favor of a letter from the Board in support of Mt. Zion emergency and inpatient services remaining open. Jack Fries stated that in concept he agreed, however was concerned about details. Steve Fields felt that the Board needed more detail in these resolutions. The Board did vote unanimously in favor of a letter supporting Mt. Zion remaining open.

IX. Beneficiary Committee Report

Frederick requested the vote on the three new Beneficiary Committee members be taken out of order. The Board unanimously approved Sandra Estrada, Elia Fernandez & Joanne Alvergue to the Committee. The Beneficiary Committee requested an increase in both the stipend paid for meeting attendance and child care. Frederick pointed out that raising the child care reimbursement to \$8.00 per child per hour would bring it in line with the figure Mayor Brown had stated was a reasonable wage. He also stated that the stipend had not changed since the inception of the Committee. Maria Luz Torre pointed out that the Committee members gave much more of their time than just those two hours and worked very hard to provide input to the Board. the Board unanimously approved the increase of the stipend from \$25.00 per meeting to \$50.00 per meeting and also approved the increase requested for child care reimbursement.

V. Overview of Anti-Fraud Program

Tina Outzen presented the anti-fraud program. The State passed a law requiring all health plans to create and implement an anti-fraud program. Tina summarized the program and the program was approved. Frederick Hobson introduced an amendment to require all anti-fraud staff to be hired and supervised by the Board. He felt there was a conflict of interest involved in the CEO hiring and supervising this staff. The amendment was defeated.

*****Closed Session*****

XI. Report on Closed Session

The FY1999/00 Budget was approved.

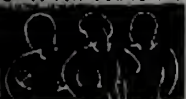
XII. Public Comment

There was no public comment.

The meeting was adjourned at 2:20 P.M.

Jack Fries, Secretary

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HEALTH PLAN

Here for you

**San Francisco Health Authority
Governing Board**

Wednesday, November 3, 1999 12:00p.m.-2:00pm
568 Howard Street, 5th Floor
San Francisco, CA 94105

- I. (V) Approval of Agenda and Minutes from September 15, 1999
- II. (I) Chair's Report
- III. (I) CEO's Report
- Enrollment Update
 - Healthy Families Outreach Event
 - AB 469 Veto & Medi-Cal Expansion to New Aid Codes
 - New Rates
- IV. (I) Medical Director's Report
- Update on Recruitment of New Medical Director
 - Quality Improvement Committee (Att. 1)
 - Grievance & Accessibility Review Committee
 - Eagle Circle Program
- V. (I) Beneficiary Committee Report
- Update on Beneficiary Committee
- VI. (V) Finance Committee
- FY 1999 Audited Financials (Att. 2)
- *****Closed Session*****
- (V) Personnel Committee
- *****End of Closed Session*****
- VII. Report on Closed Session
- VIII. Public Comment
- IX. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------|
| • Beneficiary Committee: | November 12, 1999 |
| • Finance Committee: | November 29, 1999 |
| • Quality Improvement Committee: | November 18, 1999 |
| • Governing Board: | January 12, 1999 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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San Francisco Health Authority Governing Board
Minutes of the November 3, 1999 Meeting

Chair: Mitchell Katz, M.D.
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Frederick Hobson, Mitch Katz, Kate O'Malley,
Maria Luz Torre, Anthony Wagner, Sophie Wong, Charles Range, Nathan
Nayman

Absent: Ron Hill, Jo Ruffin, Josie Mooney, David Soffa

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:20p.m. The minutes and agenda were approved.

II. Chair's Report

The Chair had no report.

III. CEO's Report

- Shahnaz reported on the Plan's enrollment. Plan enrollment is up and although, welfare reforms have effected Medi-Cal enrollment generally, SFHP has managed to increase its membership slightly. Healthy Families continues to increase, however, not as much as expected. PacAdvantage enrollment is twice what was projected and while HealthyWorkers enrollment has not met its projections, the Public Authority is planning another mass mail-out to its membership.
- The November Outreach Event was discussed. Shahnaz invited all of the Board members to come to the event being held on November 13th at Cesar Chavez School in the Mission. This event is intended for outreach and education for the Healthy Families Program. DPH, CHN and Healthy Families Assistors will all be participating along with many other community organizations.
- Shahnaz reported on the new aid code expansion and the fact that these new aid code represent potential members as they reflect changes in Medi-Cal to include the CalWorks and back to work families. She also discussed the fact that although legislation had been passed that would mandate certain categories of aid out of

managed care; the Governor had vetoed that bill. However, this bill may be re-introduced in the next legislative session, so we will be watching that carefully.

- New rates have been sent out by the State and they reflect an increase for the most part. However, these are not the final rates and still may change. When the State provides the final rates, they will be brought to the Board.

IV. Medical Director's Report

- Shahnaz reported that the Plan had interviewed a number of candidates for the position of Medical Director and that a final decision would be made shortly.
- Betsy Price, Director of Medical Management reported that both the Q.I. Committee and Grievance and Accessibility Review Committee had met. Q.I. continues to look to fill an open position, deal with Q.I. studies and prepare for upcoming audits. She reviewed both Committees' minutes with the Board, noting that the Plan had no unresolved complaints or grievances.
- Gloria Thornton, Director of Health Education, reported on the start-up of the Eagle Circle Program. This program is an exercise program for children with asthma. The Plan has staffed this project, purchased shirts, hats and equipment and the classes will be held in the Bayview. Recruitment and sign-up for these classes is now in process.

V. Beneficiary Committee Report

- Frederick reported that the Beneficiary Committee had invited Donna Calame from the Public Authority to their October meeting. She was unable to attend but Charles Calavan did come and updated the Committee on how and what is happening at the Public Authority. The Committee hopes to include members from this population on the committee in the future. Marlin Darby was introduced to the Board and was unanimously approved for membership to the Beneficiary Committee. Dr. Katz congratulated Frederick on his recent appointment to the Rent Control Board.

VI. Finance Committee Report

- Bob Griffen, a partner of Williams Adley, reported on the Annual Audited Financials. He discussed the highlights of the financials and noted that the Plan was in good financial shape. He stated that there were no outstanding issues and that the Plan was in full compliance with all standard accounting practices. Jack Fries, Finance Committee Chair recommended the Board's approval. The Audited Financials were approved unanimously.

*****Closed Session*****

VII. Personnel Committee

*****End of Closed Session*****

VIII. Report on Closed Session

There was no report on Closed Session.

IX. Public Comment

There was no public comment.

The meeting was adjourned at 2:00 P.M.

Jack Fries, Secretary

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HEALTH PLAN

Here for you

San Francisco Health Authority
Governing Board

March 1, 2000

Wednesday, March 1, 2000 12:00-2:00 p.m.

555 Howard Street, 5th Floor

San Francisco, CA 94105

- 12:00 I. (V) Approval of Agenda and Minutes from November 4, 1999
- 12:10 II. (I) Chair's Report
- 12:25 III. (I) CEO's Report
- Introducing New Board Members: Dr. Randall Low S.F. Medical Society, Health Commissioner Roma Guy, UCSF Reece Fawley, Local 790 Dale Butler
 - Introducing our new Medical Director: Dr. Karen K. Smith
 - Enrollment Update (Att. 1)
 - Mayor's Request for Proposal: Child Care Provider's Health Plan (Att. 2)
 - Supporting UCSF Infrastructure
 - Staff Recruitment, Retention & Development
 - Ad Campaign: "Here for You"/Web Site: <http://www.sfhpa.org>
- 12:50 IV. Medical Director's Report
- (V) Approval of New Q.I. Committee Member-Paul Sharek, M.D.
 - (I) QIC Update
 - (I) Grievance Summary Report (Att. 3)
- 1:10 V. Beneficiary Committee Report
- (I) Report on Beneficiary Committee
 - (V) Approval of New Beneficiary Committee Member-Stephanie Hughes
 - (V) Beneficiary Committee Membership Resolution (Att. 4)
- *****Closed Session*****
- 1:30 VI. (I) Finance Committee
- Financials (Att. 5)
- *****End of Closed Session*****
- 1:50 VII. Report on Closed Session
- 1:55 VIII. Public Comment
- 2:00 IX. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: March 3, 2000
- Finance Committee: April 24, 2000
- Quality Improvement Committee: March 22, 2000
- Governing Board: May 3, 2000

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and other special needs.

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**San Francisco Health Authority Governing Board
Minutes of the March 1, 2000 Meeting**

Chair: Mitchell Katz, M.D.
Vice-Chair: David Soffa
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Frederick Hobson, Mitch Katz, Kate O'Malley, Maria Luz Torre, Anthony Wagner, Sophie Wong, Nathan Nayman, Jo Ruffin, Roma Guy, Dale Butler, Randall Low, Reece Fawley, Stuart Heard, David Soffa (via teleconference)

Absent: Charles Range

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:15p.m. The minutes and agenda were approved.

II. Chair's Report

The Chair had no report.

III. CEO's Report

- Shahnaz introduced the new Governing Board members, Roma Guy, representative from the San Francisco Health Commission, Dale Butler, representative from the San Francisco Labor Council, Randall Low, M.D., representative from the San Francisco Medical Society, Reece Fawley, representative from UCSF, Nathan Nayman, representative from the Hospital Council. Each member briefly discussed their background and their experience in health care. Shahnaz then introduced the Plan's new Medical Director, Karen Smith, MD. Karen gave a brief description of her previous experience and discussed her brief tenure with the Plan and her goals for the future.
- Shahnaz discussed the enrollment figures. The Plan's enrollment is close to 29,000. SFHP has been able to keep its medical enrollment up and even gain some members. This was attributed to both the Plan's collaborative efforts with the department of Human Services and its energetic outreach and marketing efforts. All lines of business have shown an increase in enrollment. Access continues to be an area of concern. Both the Ocean Park and the Chinatown Clinics are now closed to new Healthy Families members. Other lines of business also have issues with access. This problem will be addressed in more depth in the May Governing Board meeting which will be dedicated to Quality and Utilization issues.
- Janie Tyre, Director of Business Development, discussed the Child Care Provider health coverage project. The City has a pilot program with an initial investment of \$250,000 to begin covering family day care providers who qualify with low cost health coverage. SFHP received an RFP and responded to it. The response requested a 5 year funding commitment,

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and City assistance in recruiting of members in the RFP response. While there are many concerns as to the number of eligibles in this program and the cost effectiveness of it, the Plan continues to investigate all of the possibilities. When the City responds to the RFP and more information is available on just where the money for this program will be coming from, this project will be brought before the Board again.

- Tina Outzen, Contracts & Regulatory Compliance Manager, discussed the Plan's ongoing negotiations with UCSF regarding the need for their compliance with Q.I. and utilization issues. UCSF is in the process of downsizing and has requested the Plan assist them in these areas as their re-organization continues. SFHP has agreed to hire a staff of two, a Q.I. nurse and a clerk to assist them to work on-site at UCSF and provide those needed services as well as any needed case management to SFHP members in their system. The cost of this staff will be covered by a capitation withhold. The amount has not yet been agreed on, however, the process is proceeding.
- Victoria Caravello, the Plan's Human Resources consultant, spoke to the issues of retention and recruitment. She noted that the Plan's average employee stay is 18 months which is about on par with other Bay area companies. She discussed the ongoing training for staff, the safety committee, the two day retreat attended by the management team the new employee manual and other plans for further improving and insuring the Plan's compliance with all state and federal regulations.
- Jennifer March, Marketing & Communications Manager, and Janie Tyre discussed the new ad campaign. Jennifer shared information on the soon to be running SFHP website. While this website is still being developed, it will be both informational and hopefully, at some future date, interactive. The site will have links to both Medi-Cal and Healthy Families sites, it will have a calendar, which will provide information, not only on SFHP events but health events citywide and will provide new and ongoing information on SFHP.

IV. Medical Director's Report

- Dr. Smith requested the Board approve Paul Scharek, M.D. to the Quality Improvement Committee. He will be filling the open pediatrician seat. He was approved unanimously.
- Dr. Smith reported that the Quality Improvement Committee has approved the Plan's Year 2000 Q.I. Workplan. This workplan will be presented to the Board for approval at the May meeting. The May meeting will be dedicated to Q.I. only and will include reports on the HEDIS access, provider and member satisfaction studies, as well as the Better Breathing and Eagle Circle programs.
- The Medical Director handed out the year end grievance log showing all the grievance or complaints filed or reported during the last year. This log breaks the complaints down by line of business and quarter. She reported that there are no unresolved grievances at this time, in fact, the Plan's turn-around on complaints is as little as two hours and never more than two days.

V. Beneficiary Committee Report

- Frederick announced a prospective new Beneficiary Committee member. Her name is Stephanie Hughes and the Beneficiary committee has approved her as a member. Frederick asked the Board to also approve her. She was unanimously approved.
- Frederick reported that both Karen Smith and Shahnaz had been guests of the Beneficiary Committee at their last meeting and that the Chairs had presented Shahnaz with a Certificate of Appreciation for her efforts on behalf of beneficiaries.
- Frederick then introduced the resolution the Beneficiary Committee sent forward for approval by the Governing Board. The Beneficiary Committee has passed a resolution requiring all committee members to become members of the Plan. Frederick explained that this resolution effects only four committee members, three of whom have agreed to become Plan members. The Chair asked Sophie Wong to preside over the meeting so that he could participate in the discussion and vote. The Chair opposed the resolution, the Board continued the discussion, the question of whether or not this was a by-law change was discussed. The vote was 6 in favor and 7 opposed.

*****Closed Session*****

VI. Finance Committee

*****End of Closed Session*****

VII. Report on Closed Session

There was no report on Closed Session.

VIII. Public Comment

There was no public comment.

The meeting was adjourned at 2:00 P.M.

Jack Fries, Secretary

SAN FRANCISCO



HEALTH PLAN

*Here for you***San Francisco Health Authority
Governing Board**

Wednesday, April 19, 2000 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

- I. (V) Approval of Agenda and Minutes from March 1, 2000
- II. (I) Chair's Report
- III. (I) Interim CEO's Report
- IV. (I) Update on Search for New CEO
- V. (V) Election of Board Vice-Chair
- VI. (V) Establishment of Board Committee Reg: Recommendations for Creation of Subsidized Health Plan Product
- VII. Public Comment
- VIII. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: April 19, 2000
- Finance Committee: April 24, 2000
- Governing Board: May 3, 2000
- Beneficiary Committee: May 5, 2000

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Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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JUN - 1 2000

SAN FRANCISCO
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Corrected Minutes of the April 19, 2000 Meeting**

Chair: Mitchell Katz, M.D.
Vice-Chair: Vacant
Secretary-Treasurer: Jack Fries

Present: Steve Fields, Jack Fries, Frederick Hobson, Mitch Katz, Kate O'Malley, Maria Luz Torre, Anthony Wagner, Sophie Wong, Roma Guy, Dale Butler, Randall Low, Charles Range

Absent: Jo Ruffin, Stuart Heard, Reece Fawley, Nathan Nayman

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:18p.m. The minutes were approved with the correction showing David Soffa's participation as via phone but not counted as present and the agenda was approved.

II. Chair's Report

- The Chair announced the resignation of the Plan's founding CEO, Shahnaz Nikpay and combined his report with Item IV, his update on the CEO search. Dr. Katz announced that the Vice-Chair, David Soffa, has resigned. He then went on to thank Jackie Oliveri, Interim CEO and current CFO for her efforts in keeping the Plan moving forward during this difficult time.
- He reported that Korn/Ferry was hired to conduct the search for the new CEO. This is the same company that conducted the Plan's first search for a CEO and hired Dr. Nikpay. He announced that Eunice Azzani will be heading the search and will be in touch with each Board member individually, as well as meeting informally with the Plan staff. The Chair stated that there will be a selection committee formed when an appropriate number of candidates were presented for final interviews. Frederick Hobson stated that at least one Beneficiary representative should be on the selection committee and asked that Maria Luz Torre be that person. The Chair agreed.

III. Interim CEO's Report

- Jackie Oliveri reported that the Plan had just concluded its rate negotiations with MRMIB for Healthy Families. The Plan had requested a 10% rate increase that was denied, however, the Plan has been named Community Plan Provider for the second year. The benefit of this designation is that SFHP premiums are reduced \$3.00 per child per month and San Francisco Health Plan is the first name on the list of providers.

- Jackie also reported that while San Francisco Health Plan has as yet not experienced a major disenrollment of Aid Code 38 members, L.A. Care has seen a 10% loss of its Medi-Cal population due to Aid Code 38 disenrollments. Alameda and Santa Clara counties have also been advised that they will see this aid codes disenrollments this month. San Francisco County has been vigorous in attempting to insure that all recipients in this category have been given every opportunity to provide information that will allow them to remain eligible for Med-Cal. However, the Plan still expects that at some future date it will also experience a large number of disenrollments from this category.

V. Election of New Board Vice-Chair

- The Chair nominated Sophie Wong for the position of Vice-Chair. The nomination was seconded. There were no other nominations. Ms. Wong was elected unanimously.

VI. Establishment of Board Committee Reg: Recommendations for Creation of Subsidized Health Plan Product

- The Chair proposed that the Board form a voluntary, time-limited committee to investigate the possible avenues by which the Plan might provide some subsidized health care product to some portion of the uninsured population of San Francisco County. He stated that he saw this as not only a way to fulfill the Plan's mission but a way to continue to increase the Plan's membership. The Plan is already looking at involvement in the Child Care Provider Health Coverage pilot with the City and so the possibility of coverage for parents of Healthy Families children, or other uninsured populations were discussed. Concerns were raised regarding expending funds needed for growth. The Board voted to explore the areas, populations, costs and possibilities of such a venture with a voluntary and time-limited committee. Dr. Katz said he would be in touch with all the Board members in the near future to set up the first meeting.

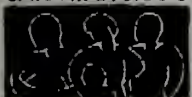
VII. Public Comment

- Robert Planthold, a member of the Plan's Beneficiary Committee, raised his concerns regarding actions recently taken by the Beneficiary Committee which have required all Beneficiary Committee representatives to other Plan committees or Boards be health plan members. He expressed his upset at losing his seat on the Quality Improvement Committee because he can not join the Plan without losing his specialty provider.

The meeting was adjourned at 1:20 P.M.

Jack Fries, Secretary

SAN FRANCISCO



HEALTH PLAN

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**San Francisco Health Authority
Governing Board**

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JUN - 1 2000

Wednesday, June 7, 2000 12:00-2:00 p.m.

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San Francisco, CA 94105

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- I. (V) Approval of Agenda and Minutes from April 19, 2000
- II. (I) Chair's Report
- III. (I) Creation of an At Large Seat on the Q.I. Committee
- IV. (I) Resolution Amending By-Laws
- V. (I) Presentation of SFHP Quality Improvement Program
 (V) 1999 Quality Improvement Annual Executive Summary (Handout)
 (V) 1999 Quality Improvement Annual Evaluation (Handout with QI Executive Summary)
 (V) 2000 Quality Improvement Work Plan (Att. 1)
 (V) 2000 Quality Improvement Work Plan - May 30 Update (Att. 2)
 (I) Quality Improvement Committee Minutes (Att. 3)
 (I) Pharmaceutical and Therapeutic Committee Minutes (Att. 4)

Closed Session

- VI. (V) Recommendation of Personnel Committee for Interim's CEO Salary

End of Closed Session

- VII. Report on Closed Session

- VIII. Public Comment

- XI. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Governing Board: July 5, 2000

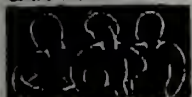
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telephone (415) 547-7800 fax (415) 547-7824 info@sfhp.org

- Beneficiary Committee: July 7, 2000
- Finance Committee: July 31, 2000
- Quality Improvement: August 2, 2000

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

SAN FRANCISCO



HEALTH PLAN

Here for you

Submitted by Frederick Hobson and Maria Luz torre, Co-Chairs, Beneficiary Committee

Resolution 98-09 Amending the San Francisco Health Authority By-Laws
Article V, Section 5.14(a)

Whereas, Article II, Section 2.1 of the By-Laws states a purpose of the San Francisco Health Authority is to operate a managed care health system in the County for the provision of health care services to persons residing, working, or receiving health care in the County, including, without limitation, Medicare and Medi-Cal beneficiaries, employees of private companies or government employees and their dependents, self-employed individuals and their dependents, and persons whose health care is the County's financial responsibility, and

Whereas, Article V, Section 5.14 of the By-Laws states that the Governing Body shall establish such standing committees as it may deem necessary, and that the membership of each such committee shall be determined from time to time by resolution or motion of the Governing Body, and

Whereas, the Beneficiary Committee should be comprised of beneficiaries served by the health plan operated by the Authority, and

Whereas, the Beneficiary Committee has twice voted to recommend this change to the membership of the Committee, and

Whereas, the recruitment of members for the Committee should be performed by the Committee and the Authority, therefore be it

Resolved, that the By-Laws of the Authority, Article V, Section 5.14(a) be amended to read as follow:

The Beneficiary Committee shall serve as the public policy committee of the Authority as defined and required by the Knox-Keene Act, section 1300.69. The membership of the Committee shall consist of not less than ten (10) and not more than twenty-five (25) members. Twenty-three (23) members shall be, or shall have been, enrolled in the health plan operated by the Authority at the time membership on the Committee commences. Two members of the Committee shall be health care providers. It shall be the responsibility of the Committee and the Authority staff to recruit proposed members of the Committee. The Committee shall approve and recommend the proposed members to the Governing Board for appointment. Upon recommendation, the proposed members shall be calendared for appointment at the next regularly scheduled meeting of the Governing Board. Appointment shall require a two-thirds (2/3) vote of the quorum attending the meeting. The Committee shall be chaired by co-chairs elected by the Committee and both shall serve on the Governing Board.

SAN FRANCISCO



HEALTH PLAN

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SEP - 6 2000

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San Francisco Health Authority Governing Board

**Minutes of
June 7, 2000 Meeting**

Chair: Mitchell Katz, M.D.

Vice-Chair: Sophie Wong

Secretary-Treasurer: Jack Fries

Present: Reece Fawley, Steve Fields, Frederick Hobson, Mitch Katz, Kate O'Malley, Maria Luz Torre, Anthony Wagner, Sophie Wong, Roma Guy, Randall Low,

Absent: Jo Ruffin, Nathan Nayman, Charles Range, Dale Butler, Jack Fries

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:20p.m. The minutes and agenda were unanimously approved.

II. Chair's Report

- The Chair reported that they are continuing work with Korn/Ferry on the search for the new CEO. Board Members who will be working most directly Korn/Ferry are the existing Board Personnel Committee and Maria Luz Torre representing the Beneficiary Committee. Jackie Oliveri acting CEO will also be included on the Search Committee. Eunice Azzani of Korn/Ferry is working hard with the Board. A job description has been completed. Staff will also have some involvement in the process.

III. Creation of an At Large Seat on the Q.I. Committee

- Dr. Katz reported that any change to the By-Law has to be noticed thirty days in advance and also he reminded the Committee that this item will not be voted on today and that he would not support the elimination of the two advocate seats or the general By-Law change.
- Frederick Hobson stated that Public at Large Seat could be anyone from the public. They could represent an organization or they could have special skills. It would be a seat entirely separate from the Beneficiary Committee seat. He also stated that the Beneficiary Committee will continue to have a seat on the Quality Improvement Committee.

IV. Resolution Amending By-Laws Re: Membership on the Beneficiary Committee

- Frederick Hobson reported that it is time for everyone on the Committee to show good faith and join the Health Plan. Frederick stated that there's a member of the Committee who is raising objections to this and refuses to join the Health Plan for different reasons. This issue has been raised again as there are some questions as to the validity of the March vote. Frederick stated that three Governing Board members had not been sworn in, therefore their vote could not legally count. Frederick asked to re-calendar this item for action at the July 5th meeting.

V. Presentation of SFHP Quality Improvement Program

- Dr. Karen Smith, Medical Director, gave a presentation on the 1999/2000 efforts of the SFHP with regards to Quality Improvement in the areas of Medical Management. This included summaries of member provider satisfaction surveys, access to care surveys and Health Education programs for 2000. After the presentation, Dr. Smith reviewed and summarized minutes of both the QIC and P&T Committees that had been provided to Board members. The Board unanimously approved the 99/00 Quality Improvement Work Plan as well as minutes.

VI. Closed Session

Personnel Committee met regarding the Interim CEO salary

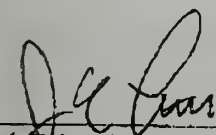
VII. Report on Closed Session

There was no report on closed session

VIII. Public Comment

There was no public comment

The meeting was adjourned at 1:30 P.M



Jack Fries, Secretary



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JUL - 3 2000

SAN FRANCISCO
PUBLIC LIBRARY**San Francisco Health Authority
Governing Board**Wednesday, July 5, 2000 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

- I. (V) Approval of Agenda and Minutes from June 7, 2000
- II. (I) Chair's Report
- III. (V) Approval of an Additional At-Large Member of the Quality Improvement Committee
- IV. (V) Appointment of Bob Plathold as an At-Large Member of the Quality Improvement Committee
- V. (V) Approval of Edwards Evans to the Beneficiary Committee Seat on the Quality Improvement Committee Commencing Immediately
- VI. (I) By-Laws Amendment to Define the Membership of the Beneficiary Committee

*****Closed Session*****

- VII. (V) Approval of the Health Plans FY 00/01 Budget

*****End of Closed Session*****

- VIII. Report on Closed Session

- IX. Public Comment

- X. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Finance Committee: July 31, 2000
- Quality Improvement: Aug. 2, 2000
- Beneficiary Committee: Aug. 4, 2000
- Governing Board: Sept. 6, 2000

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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**San Francisco Health Authority
Governing Board**

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AUG 28 2000

SAN FRANCISCO
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Wednesday, September 6, 2000 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

- I. (V) Approval of Agenda and Minutes from June 7, 2000
 - II. (I) Chair's Report
 - III. (V) Approval of an Additional At-Large Member of the Quality Improvement Committee
 - IV. (V) Appointment of Bob Planthold as an At-Large Member of the Quality Improvement Committee
 - V. (V) Approval of Edward Evans to the Beneficiary Committee Seat on the Quality Improvement Committee
 - VI. (V) By-Laws Amendment to Define the Membership of the Beneficiary Committee to be Health Plan Enrollees or Former Enrollees of the Health Plan
 - VII. (V) The Approval of Gilda Serrano as a member of the Beneficiary Committee
- *****Closed Session*****
- VIII. (V) Approval of the Health Plans FY 00/01 Budget
 - IX. (V) Distribution of Surplus Revenue
- *****End of Closed Session*****
- X. Report on Closed Session
 - XI. Public Comment
 - XII. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: Oct. 6, 2000
- Finance Committee: Oct. 30, 2000
- Governing Board: Nov. 1, 2000
- Quality Improvement: Nov. 29, 2000
- Grievance Accessibility & Review: Nov. 29, 2000

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Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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HEALTH PLAN

Here for you

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
(415) 346-5584

Maria Luz Torre, Chair
(415) 276-2941

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July 26, 2000

JUL 31 2000

Dr. Mitchell Katz, Chair
Governing Board
S.F. Health Authority
568 Howard St., 5th Flr.
San Francisco, CA 94105

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Dear Chair Katz:

We are in receipt of your correspondence dated July 17, informing us that you intend to schedule an action item for the next Governing Board meeting agenda removing Robert Planthold from membership on the Beneficiary Committee. Thank you for being so helpful. We are certainly aware that the Governing Board has the right to remove a member of any committee for good cause. However, nothing in the ByLaws prohibits a committee from removing a member for good cause. As your letter implies, the Beneficiary Committee, in closed session at its duly noticed meeting of July 7, voted unanimously (11-0) to remove Mr. Planthold from membership. Therefore, Mr. Planthold is no longer a member of the Committee. To have the Governing Board vote to remove Mr. Planthold would be twice removing him. Can this be done? Why?

We cannot but feel that any further action in this matter is not only unnecessary, it is overkill, and leaves the impression that, once again, our rights and processes are being controlled. Why is this necessary? How can this be called cooperative or productive?

Yours Truly,

Frederick Hobson
Frederick Hobson, Chair
Governing Board Member

Maria Luz Torre
Maria Luz Torre, Chair
Governing Board Member

cc: Beneficiary Committee

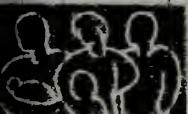
Frederick Hobson
Frederick Hobson, Chair
Governing Board Member

Maria Luz Torre
Maria Luz Torre, Chair
Governing Board Member

cc: Beneficiary Committee
Governing Board
Board of Supervisors
The Honorable Willie Brown

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HEALTH PLAN

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BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
(415) 346-5584

Maria Luz Torre, Chair
(415) 276-2941

July 28, 2000

Dr. Mitchell Katz, Chair
Governing Board
S.F. Health Authority
568 Howard St., 5th Flr.
San Francisco, CA 94105

Dear Chair Katz:

We are in receipt of your letter of July 27 informing us of your decision not to calendar a closed session at the next Governing Board meeting to remove Robert Planthold from membership on the Beneficiary Committee. Thank you for your comments and for providing a copy of the letter from Health Authority legal counsel, Eric Gold. As your decision is in keeping with our stated position that such a closed session vote by the Board to remove Mr. Planthold is duplicative, unnecessary, and counterproductive, we do not ask for the Board to take any action on this matter.

The Beneficiary Committee is well within its rights to remove Robert Planthold from membership, as we have done by a unanimous vote in a duly noticed, perfectly legal closed session at the Committee's July 7 meeting. Mr. Planthold was informed of the meeting and pending action both by mail and telephone messages. He chose not to appear. Our staff

move Robert Planthold from membership, as we have done by a unanimous vote in a duly noticed, perfectly legal closed session at the Committee's July 7 meeting. Mr. Planthold was informed of the meeting and pending action both by mail and telephone messages. He chose not to appear. Our actions met conformity with Ralph Brown Public Meeting Act requirements that allow legislative bodies to meet in closed session to discuss and act on "any officer or employee" and the termination of. Mr. Planthold, at the time, was an officer according to you, thusly, our action was in keeping with the Act. This Act further allows closed session if "a statement made by a person in an open and public meeting threatening litigation made on a specific matter within the responsibility of the legislative body." Planthold did so at the Governing Board meeting of March 1. Finally, the Brown Act specifically has removed any requirement for legislative body legal counsel submission of factual basis or legal authority for a closed session. Clearly, the Beneficiary Committee

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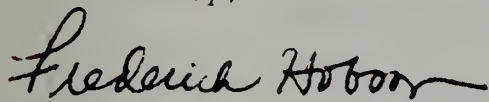
has acted well within our mandate and authority. At all times you, the Board, the Committee, Mr. Planthold, the Health Authority staff, and the public were properly noticed of our intent to remove Mr. Planthold from membership on the Beneficiary Committee. Legal counsel, Eric Gold's submission that the Committee does not have the authority to remove one of its members is inaccurate and misleading. Nothing in the ByLaws prohibits such an action. Indeed, just as the Committee votes an approval of its members, it may also vote a removal of membership.

Mr. Planthold clearly does not enjoy the confidence or the support of the Committee. The vote to remove him was 11-0. The vote to replace him as our representative on the Quality Improvement Program Committee was 10-0. How much more clear do we need to be. Mr. Planthold has treated the Committee and its members with disrespect and intrigue undermining our ability to act on behalf of the enrollees of the Health Plan. We are in our fourth year of enrollment, yet, he egregiously refuses to join our Health Plan, as all other members of the Committee have

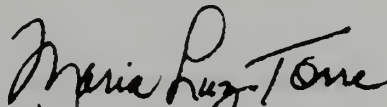
used the Committee and its members with disrespect and intrigue undermining our ability to act on behalf of the enrollees of the Health Plan. We are in our fourth year of enrollment, yet, he egregiously refuses to join our Health Plan, as all other members of the Committee have done. He refuses to accept Committee decisions. He has failed in the most fundamental ways to work in a cooperative spirit. He has been the source of division and dismay. We cannot help but wonder why you are so steadfast in your support of him, and your continuing efforts to keep him on a Committee or at a Health Plan when clearly he has offered little but trouble for the beneficiaries of the Health Plan.

Please honor and respect your Health Plan enrollees and have seated our Quality Improvement Program Committee representative, Edward Evans, at the August 2 meeting of that Committee. The membership of Robert Planthold has been revoked.

Yours Truly,



Frederick Hobson, Chair
Governing Board Member



Maria Luz Tolle, Chair
Governing Board Member

cc: Beneficiary Committee
Governing Board
Board of Supervisors
The Honorable Willie Brown
Health Commission

SAN FRANCISCO



HEALTH PLAN

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NOV 16 2000

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**San Francisco Health Authority Governing Board
September 6, 2000 Meeting**

Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

Present: Dale Butler, Reece Fawley, Steve Fields, Jack Fries, John Gressman,
Roma Guy, Stuart Heard, Frederick Hobson, Mitch Katz, Robert Lull,
Maria Luz Torre, Sophie Wong

Absent: Randall Low, Kate O'Malley, Jo Ruffin, Anthony Wagner

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:15p.m. The minutes and agenda were unanimously approved. The Board then approved a motion to move agenda item # 7 to item # 3.

II. Chair's Report

- The Chair updated the Committee on the search for the new CEO. He reported that the Personnel Committee had met twice in an effort to choose a new CEO. During the first meeting, the Personnel Committee reviewed a set of resumes provided to the Personnel Committee by Korn/Ferry the recruitment.
- From this group, the Personnel Committee selected six candidates to interview. At the second meeting, three of the six candidates were interviewed. On September 15th the other three candidates will be interviewed. After the 2nd round, the Committee will make the appropriate recommendations. The Chair stated that, the Personnel Committee would very much like to make a final recommendation to the Board by November 15th.

III. Approval of an Additional At-Large Member of the Quality Improvement Committee

- The Board unanimously approved the additional at large member to the Quality Improvement Committee.

IV. Appointment of Bob Planthold as an At-Large Member of the Quality Improvement Committee

- Robert Planthold briefly spoke about his qualifications. The Board unanimously approved the appointment of Robert Planthold as an at-large member to the Quality Improvement Committee with a 9-2 vote.

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V. Approval of Edward Evans to the Beneficiary Committee Seat on the Quality Improvement Committee

- The Board unanimously approved Edward Evans to the Beneficiary Committee Seat on the Quality Improvement Committee.

VI. By-Laws Amendment to Define the Membership of the Beneficiary Committee to Consist of Current or Former Health Plan Enrollees

- The Chair stated that, currently on the Beneficiary Committee, there are two seats that can be held by advocates, who are not current or former enrollees of the Health Plan.
- Frederick explained that the Beneficiary Committee previously proposed a By-law change that would leave the two advocates seats, as long as the advocates were current or former Health Plan enrollees. Frederick stated, it was time for the Committee to include only Health Plan Members. After some discussion the Board unanimously approved this amendment.

VII. The Approval of Gilda Serrano as a member of the Beneficiary Committee

- Gilda Serrano briefly spoke about her qualifications. The Board unanimously approved her as a Beneficiary Committee member.

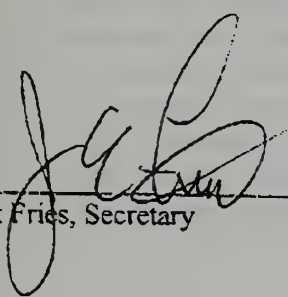
VIII. Report on Closed Session

- There was no report on closed session.

IX. Public Comment

- There was no public comment.

The meeting was adjourned at 1:45 P.M.



Jack Fries, Secretary

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NOV 16 2000

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PUBLIC LIBRARY**Closed Session Minutes from the September 6, 2000 Governing Board Meeting****Finance Committee Report:**

- Jackie presented the Health Plans Fiscal Year June 2000 Financial Statements and distribution of Surplus Revenue.
- **Financial Statements for Fiscal Year Ending June 30, 2000**
The Finance Committee reviewed Budget vs. Actual financial statements for the fiscal year ending 6/30/00 (FY 99/00). Total Medi-Cal member months exceeded budget projections due to the expected disenrollment of Aid Code 38 members that did not materialize during the year.
Total Healthy Workers member months were less than budget projections due to an unexpected lag in member enrollment during the first half of the year. Total revenue for the year exceeded projections by \$3 million due to unbudgeted Medi-Cal rate increases received from the Department of Health Services in July 00 and March 00 for rate years 98/99 and 99/00, respectively. Operating expenses were \$1 million less than budget projections due to savings in salaries and benefits expense and the suspension by DHS of the Medi-Cal encounter data penalty.
- **Proposed Distribution**
The Financial Committee proposed that \$3 million of the FY 99/00 surplus revenue (resulting from the Medi-Cal rate increases) be distributed to providers contracting with SFHP at 6/30/00, and that the distribution be prorated according to total provider member months at 6/30/00. The remaining \$1 million of the FY 99/00 surplus (resulting from savings in operating expenses) will remain in SFHP's fund balance. The Committee proposed that a portion of the operating expense savings be distributed to SFHP employees in a manner to be determined by the Governing Board Personnel Committee.

SAN FRANCISCO



HEALTH PLAN

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**San Francisco Health Authority
Governing Board**

NOV 13 2000

SAN FRANCISCO
PUBLIC LIBRARYWednesday, November 15, 2000 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

- I. (V) Approval of Agenda and Minutes from September 6, 2000
- II. (V) Search Committee Report: Approval of New CEO
- III. (V) Nomination of Lucy Saldana, Pharm. D. to P&T Committee & Laura Norell, MD to the GAR Committee: Karen Smith
- IV. (I) Information System Update: Janie Tyre

*****Closed Session*****

- V. (V) Fiscal Year Ending June 30, 2000 Audited Financial Statements
- VI. (V) Approval of September 30, 2000 Financial Statements
- VII. (V) Search Committee Report: Compensation Schedule for New CEO
- VIII. (V) Search Committee Report: Compensation Schedule for Acting CEO

*****End of Closed Session*****

- IX. Report on Closed Session
- X. Public Comment
- XI. Adjournment

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: Dec. 1, 2000
- Governing Board: Jan. 3, 2001
- Finance Committee: Jan. 29, 2001
- Quality Improvement: Feb. 14, 2001
- Grievance Accessibility & Review: Mar. 28, 2001

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meeting, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities. Please call 547-7800 if you have any questions.

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JAN - 3 2001

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**San Francisco Health Authority Governing Board
November 15, 2000 Meeting**

Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

Present: Reece Fawley, Steve Fields, Jack Fries, John Gressman, Stuart Heard,
Frederick Hobson, Mitch Katz, Robert Lull, Kate O'Malley, Jo Ruffin,
Maria Luz Torre, Anthony Wagner, Sophie Wong

Absent: Dale Butler, Roma Guy, Randall Low

Mitchell Katz, M.D. chaired the meeting.

I. Minutes and Agenda

The Chair convened the meeting at 12:15p.m. The agenda was approved with the corrections of items # 7 and 8 be moved to items # 5 and 6 and the minutes were approved with the corrections of item # 6, read as By-Laws Amendment to Define the Membership of the Beneficiary Committee to Consist of Current or Former Health Plan Enrollees.

II. Search Committee Report

- The Chair reported that the Search Committee looked at a total of 14 resumes for the new CEO position. From the 14, the Committee interviewed 6 applicants. The Committee chose the one applicant that they felt was the best match with the most relevant experience for the position. The candidate that was chosen was Jean Fraser. The Committee most liked Jean's intelligence and direct approach and the fact that she has a lot of experience that the Committee feels is a good match with where the Plan is going. The Governing Board unanimously approved Jean Fraser as SFHP's new CEO.

III. Nomination of Lucy Saldana, Pharm. D. to P&T Committee & Laura Norell, MD to the GAR Committee: Karen Smith

- Lucy Saldana and Laura Norell were not present, so Karen Smith spoke on their behalf. She gave a brief summary of their qualifications to the Board. The Board motioned and approved the nomination of Lucy Saldana, Pharm. D. to the P&T Committee and Laura Norell, M.D. to the Grievance Accessibility & Review Committee unanimously.

IV. Information System Update: Janie Tyre

- Janie gave an MIS update. The Plan had consultants come in and do an evaluation of our current MIS and our current business needs. The first recommendation to the Plan was to use our current diamond system and in conjunction with other systems that would meet other functional needs of our company. Another recommendation was to purchase an entirely new system. The IS department has been attending presentations and looking into the systems that would sit on top of diamond and decided to issue an RFP, which will be going out by the end of this week. Janie expects to get this data back in early December, then make site visits, and hope this will be completed before the end of the year.

V. Search Committee Report: Compensation for New CEO

- The Personnel Committee motioned and unanimously approved the recommended starting salary of \$150,000.00 with a review at the end of our fiscal year.

VI. Search Committee Report: Compensation Schedule for Acting CEO

- The Personnel Committee unanimously approved a special thank you bonus in the lump sum of \$5,000.00 to acknowledge our acting CEO Jackie Oliveri, for an outstanding job that she has done for the last 8 months for this Health Plan. Also the Governing Board wants to especially thank, the Search Committee for doing a good job on finding our new CEO.

*****Closed Session*****

VII. Finance Committee

*****End of Closed Session*****

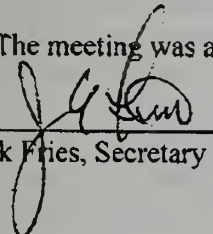
VIII. Report on Closed Session

- There was no report on closed session.

IX. Public Comment

- There was no public comment.

The meeting was adjourned at 1:45 P.M.



Jack Fries, Secretary

*Here for you*

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MAR - 8 2001

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San Francisco Health Authority
Minutes of the Finance Committee
January 3, 2001

Chair: Jack Fries

Present: Stuart Heard, Jack Fries, Steve Fields, Reece Fawley, Sophie Wong, Jean Fraser and Jackie Oliveri

Staff: Khanh Pham

Absent: Anthony Wagner

I. Approval Of Minutes From October 30, 2000 Finance Committee Meeting

The minutes of the October 30, 2000 Finance Committee Meeting were presented, reviewed and approved.

II. Financial Statements for October & November 2000

The Finance Committee reviewed Budget vs. Actual financial statements for the five months ending 11/30/00. Medi-Cal Aid Code 38 disenrollments continue to be offset by new mandatory enrollment in aid codes 47, 72, and 7A. Healthy Families enrollment is under projections due to the annual enrollment process. The Healthy Workers enrollment is on target with budget projections. PacAdvantage enrollment increased because of the open enrollment in July 2000.

Medical expense is higher than projections because of the increase in MediCal members. Compensation & Benefits expense is under budget due to vacant budgeted positions over a 5-month period. The Finance Committee requested a report on the percentage of the total compensation budget that remained unspent at the end of the past few fiscal years. Marketing expense is below budget due to actual expenditures lagging the budgeted schedule of payments.

On the Balance Sheet as of 11/00, a reduction in restricted cash is a combination of payments made to providers for retro active rate increases and FQHC. These cash payments also reduced the capitation payable and FQHC reserve.

III. Other Business


The Department of Managed Care (DMHC) is developing emergency regulations that will require capitated medical groups to regularly report financial information to the DMHC. Jackie will provide more details on the regulations at the March meeting.

IV. Public Comment

There was no public comment.

V. Adjournment

Meeting was adjourned at 12:50 p.m.



Jack Fries, Chair



**San Francisco Health Authority
Governing Board**

DOCUMENTS DEPT

FEB 28 2001

Wednesday, March 7, 2001 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

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1. (V) Approval of Agenda and Minutes from January 3, 2001

*****Closed Session*****

2. (V) Consultation with Counsel Regarding Pending Litigation-Rodriguez & Juanillo v. San Francisco Health Plan (Carl Blumenstein/Jean Fraser)
3. (V) Financial Statements (Jackie Oliveri/Jean Fraser)

*****End of Closed Session*****

4. Possible Report on Closed Session
5. (I) CEO Report (Jean Fraser)
6. (I) Beneficiary Committee Report (Fredrick Hobson)
7. (V) Resolution Setting Stipend and Child Care Reimbursement for Beneficiary Committee Members (Frederick Hobson)
8. (I) Report on Financial Solvency Standards Board Standards for Capitated Contracts (Jackie Oliveri)
9. (V) Resolution Authorizing San Francisco Health Plan Staff to Explore Fee-for-Service Model In Lieu of Full Capitation (Jean Fraser)
10. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- | | |
|--------------------------|---------------|
| • Quality Improvement: | Mar. 28, 2001 |
| • Beneficiary Committee: | April 6, 2001 |
| • Governing Board: | May 2, 2001 |
| • Finance Committee: | May 2, 2001 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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San Francisco Health Authority Governing Board
March 7, 2001 Meeting Minutes

APR 25 2001

Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

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Members

Present: Dale Butler, Reece Fawley, Jack Fries, Stuart Heard, Frederick Hobson,
Mitch Katz, Kate O' Malley, Jo Ruffin, David Sanchez, Anthony Wagner,
Sophie Wong

Members

Absent: Steve Fields, John Gressman, Randle Low, Robert Lull, Maria Luz Torre

Mitchell Katz, M.D. chaired the meeting.

1. Minutes and Agenda

- The Chair convened the meeting at 12:15 pm. The agenda and minutes were approved. In addition to this, the Chair gave a brief introduction of the Board's newest member, David Sanchez, Jr., who has taken over for Roma Guy.

2. Resolution Authorizing San Francisco Health Plan Staff to Explore Fee-for-Service Model In Lieu of Full Capitation (Jean Fraser)

- Jean asked the Board if San Francisco Health Plan could explore the possibility of moving from our current capitation model to a fee-for-service contract arrangement for our providers. The reason for this is that the two hospitals, California Pacific Medical Center and UCSF are strongly urging the Plan to move to this arrangement. They are considering leaving the network if we don't begin exploring this arrangement.
- After some discussion, the Board amended the resolution. The amended resolution passed unanimously.

3. CEO Report (Jean Fraser)

Jean reported on numerous items:

- Medi-Cal had a retroactive increase rate increase and the Finance Committee has approved this plan to keep the same percentage for administrative cost plus an extra fifty cents per member for the provider reimbursement program that is currently used for CHDP and other special reimbursement programs retroactively.

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APR 25 2001

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- We were chosen as one of the Plans to be audited by HCFA, which is trying to determine whether or not to continue with the two-plan model. The auditors told us informally that we have a reputation as being one of the best plans in the State.
- The audit by HSAG, which is a group that reviews our data for our HEDIS rate, went extremely well. We were in the top 5 of all the visits they had made in the last four years. Jean thanked the IS Department and Medical Management for doing a great job.
- The plan has received the tentative Healthy Families rate for next year; it's only a small increase from last year.
- The Health Commission has approved the concept of universal insurance for low-income children. The Plan is now working with Tangerine Brigham from the Department of Public Health to find funding for this program.
- The Grievance Committee will be eliminated and combined with the Quality Improvement Committee.
- Jean introduced our new Human Resource Director/Office Manager, Glen Sterling.

4. Beneficiary Committee Report (Frederick Hobson)

- Frederick announced that the Beneficiary Committee is seeking Healthy Families and Healthy Workers members to join the Committee.

5. Resolution Setting Stipend and Child Care Reimbursement For Beneficiary Committee Members (Frederick Hobson)

- Jean briefly reviewed the current resolution pertaining to the Beneficiary Committee stipends and childcare and proposed that the members would receive a check after the approval of the Governing Board. The reason for this is to have a written rule so everyone can understand. Jean also mentioned that she would increase the amount of childcare from \$8.00 an hour to \$10.00 an hour for a maximum of three hours.
- Frederick requested that the resolution be amended to state that each,00 member of the SFHP who is recommended to the Beneficiary Committee by the Beneficiary Committee shall receive a stipend.
- The Board passed the amended resolution unanimously.

6. Report on Financial Solvency Standards Board Standards for Capitated Contracts (Jackie Oliver)

- This item was put off due to time constraints.

7. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

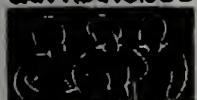
- There was no public comment.

8. Adjournment

- The meeting adjourned at 2:00pm.

Jack Fries, Secretary

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HEALTH PLAN

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**San Francisco Health Authority
Governing Board**

Wednesday, May 2, 2001 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

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APR 25 2001

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1. (V) Approval Of Agenda And Minutes From March 7, 2001
2. (I) CEO Report (Jean Fraser)
3. (V) Resolution Requesting Governing Board Member Frederick Hobson To Turn Over All Documents Relating To Lawsuit Against San Francisco Health Plan
4. (V) Review of 2000 Quality Improvement Program and Approval of 2001 Quality Improvement Program
5. (V) Appointment of Sandra Estrada(Beneficiary Committee) and Lisa Johnson, M.D., to the Quality Improvement Committee
6. (V) Appointment of Rajeev V. Venkayya, M.D. and Anne Simons, M.D. to P&T Committee

*****Closed Session*****

7. (V) Financial Statements (Jackie Oliveri)

*****End of Closed Session*****

8. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- | | |
|--------------------------|---------------------------|
| • Beneficiary Committee: | May 4, 2001 |
| • Governing Board: | June 25, 2001 |
| • Finance Committee: | June 25, 2001 (Tentative) |
| • Quality Improvement: | July 25, 2001 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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**San Francisco Health Authority Governing Board
May 2, 2001 Meeting Minutes**

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JUN 28 2001

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Chair: Mitchell Katz, M.D.

Vice-Chair: Sophie Wong

Secretary-Treasurer: Jack Fries

Members

Present: Dale Butler, Reece Fawley, Steve Fields, Jack Fries, Stuart Heard,
Frederick Hobson, Mitch Katz, Randle Low, Robert Lull, Maria Luz Torre,
Anthony Wagner, Sophie Wong

Members

Absent: John Gressman, Kate O' Malley, Jo Ruffin, David J. Sanchez, Jr.

Mitchell Katz, M.D. chaired the meeting.

1. Minutes and Agenda

- The Chair convened the meeting at 12:15 pm. The agenda and minutes were approved as corrected.

2. CEO Report (Jean Fraser)

- See attached report.

3. Beneficiary Committee Report (Frederick Hobson)

- Frederick reported that the Beneficiary Committee is discussing their goals for the year 2001/2002 and will take final action on those goals at the next meeting. One of the goals that has already been accomplished by San Francisco Health Plan is the creation of a Denti-Cal list. Staff members of the Plan provided the Committee with a list of local dentists who accept Denti-Cal.
- Another goal is that the health plan hires a social worker.
- Frederick requested a Governing Board resolution be drafted in support of the St. Luke's affiliation with Sutter Health.
- Frederick invited the Board members to the Beneficiary Committee meeting on Friday May 4th. Supervisor Maxwell will be attending at 2pm to discuss the role of the Board of Supervisors in public health.
- Frederick gave the Board copies of letters regarding his claim. Also, he and Jean reached an agreement that he would turn over certain documents in exchange for taking off the Governing Board agenda the resolution relating to the documents.

- Maria reported that some of the Beneficiary Committee members participated in the Speak Out for Children's Day at City Hall.

4. Review of 2000 Quality Improvement Program and Approval of 2001 Quality Improvement Program (Karen Smith)

- Dr. Karen Smith, Medical Director, gave a presentation on the efforts of the San Francisco Health Plan with regard to quality improvement in Medical Management. The Board unanimously approved the 2001 Quality Improvement Program.

5. Appointment of Sandra Estrada (Beneficiary Committee) and Lisa Johnson, M.D., to the Quality Improvement Committee (Karen Smith)

- The Board unanimously approved the appointment of Sandra Estrada and Lisa Johnson, M.D. to the Quality Improvement Committee.

6. Appointment of Rajeev V. Venkayya, M.D. and Anne Simons, M.D. to P & T Committee (Karen Smith)

- The Board unanimously approved the appointment of Rajeev Venkayya, M.D. and Anne Simons, M.D. to the P&T Committee.

7. Closed Session On Financial Statements

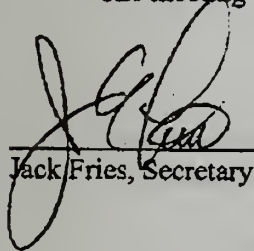
- See attached report.

8. Public Comment On Any Matters

- There was no public comment.

9. Adjournment

- The meeting adjourned at 2:00pm.



Jack Fries, Secretary

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JUN 21 2001

SAN FRANCISCO
PUBLIC LIBRARY**San Francisco Health Authority****Governing Board**

Wednesday June 27, 2001 12:00pm-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

1. (V) Approval Of Agenda
2. (V) Approval Of Minutes From May 2, 2001 Governing Board Meeting
3. (V) Approval Of Resolution Of Commendation For Janie Tyre Upon Her Resignation
4. (V) Approval Of Tracey Faulkner To The Beneficiary Committee
5. (I) Beneficiary Committee Report

*****Closed Session*****

6. (V) Approval Of Budget For Fiscal Year 01/02
7. (V) Approval Of Rate For SF Cares For Kids Program

*****End of Closed Session*****

8. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|---------------|
| • Beneficiary Committee: | July 6, 2001 |
| • Quality Improvement Committee: | July 25, 2001 |
| • Governing Board: | Sept 5, 2001 |
| • Finance Committee: | Sept 5, 2001 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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**San Francisco Health Authority Governing Board
June 27, 2001 Meeting Minutes**

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AUG 29 2001

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

Members

Present: Reece Fawley, Steve Fields, Jack Fries, Stuart Heard, John Gressman,
Kate O' Malley, Jo Ruffin, David Sanchez, Jr., Maria Luz Torre,
Anthony Wagner, Sophie Wong

Members

Absent: Dale Butler, Mitchell Katz, Randall Low, Robert Lull

Mitchell Katz, M.D. chaired the meeting.

1. Minutes and Agenda

- The Chair convened the meeting at 12:15 pm. The agenda was approved with one addition, the President/CEO's report. The minutes of May 2, 2001 were approved as written.

2. CEO Report (Jean Fraser)

- See attached report.

3. Approval Of Resolution Of Commendation For Janie Tyre Upon Her Resignation

- Jean announced Janie Tyre's resignation to the Board. Janie has decided to explore other opportunities. The Board approved the resolution of commendation for Janie unanimously.

4. Approval Of Tracey Faulkner To The Beneficiary Committee

- Maria spoke briefly on Tracey Faulkner's behalf. The Board approved Tracey's membership to the Beneficiary Committee.

5. Beneficiary Committee Report

- Maria gave a brief report from the Beneficiary Committee meeting. She reported that Karina Moreno from the Children's Defense Fund attended the Beneficiary Committee meeting and gave an update on the Healthy Families program and explained the federal waiver for expanding the program.

- The Beneficiary Committee requested that Maria write a letter regarding her experience with the Healthy Families program. The Governing Board requested Jean to forward the letter to MRMIB and request a response.

6. Closed Session/Approval Of Budget For Fiscal Year 01/02

- See attached.

7. Closed Session/Approval Of Rate For SF Cares For Kids Program

- See attached.

8. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

- There was no public comment.

9. Adjournment

- The meeting was adjourned at 2:00pm.

Jack Fries, Secretary

SAN FRANCISCO



ere for you

San Francisco Health Authority Governing Board

Wednesday September 5, 2001 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

08-29-01 12:30 PM

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AUG 29 2001

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1. (V) Approval Of Agenda And Minutes From June 27, 2001
2. (I) CEO Report (Jean Fraser)
3. (I) Beneficiary Committee Report (Maria Torre)
4. (V) Approval Of Appointment Of Paula Cohen To The Beneficiary Committee (Maria Torre)
5. (I) Medical Director's Report (Karen Smith)
6. (V) Approval Of Quality Improvement Program (Karen Smith)
7. (V) Approval Of Quality Improvement Work Plan (Karen Smith)
8. (V) Approval Of Appointment Of Janet Shalwitz, MD To Quality Improvement Committee and William Taeusch To The Peer Review Committee (Karen Smith)
- *****Closed Session*****
9. (I) Financial Statements (Jackie Oliveri)
10. (V) Approval Of Healthy Families Parental Expansion Rates
11. (V) Approval Of Universal Children's Health Insurance Program Budget And Rate
12. (V) Personnel Committee Report: Approval Of Compensation For CEO
- *****End of Closed Session*****
13. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: September 21, 2001
- Quality Improvement Committee: September 26, 2001
- Finance Committee: Oct 2, (special finance committee meeting) and November 7, 2001 (regular scheduled meeting)
- Governing Board: November 7, 2001

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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**San Francisco Health Authority Governing Board
September 5, 2001 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

Members

Present: Dale Butler, Reece Fawley, Steve Fields, Stuart Heard, Mitch Katz,
Randall Low, Robert Lull, Kate O' Malley, Jo Ruffin, David Sanchez,
Jr., Maria Luz Torre, Anthony Wagner, Sophie Wong

Members

Absent: Jack Fries, John Gressman

Mitchell Katz, M.D. chaired the meeting.

1. Minutes and Agenda

- The Chair convened the meeting at 12:15 pm. The agenda was approved and minutes of June 27, 2001 were approved as written.

2. CEO Report (Jean Fraser)

- See attached report.

3. Beneficiary Committee Report (Maria Torre)

- Maria gave a brief report from the Beneficiary Committee. The Committee had a guest speaker, Rosie Kennedy, President of the Family Childcare Association. She gave an update on the health insurance for childcare providers.
- Maria also mentioned that the Beneficiary Committee members will be looking into attending trainings.

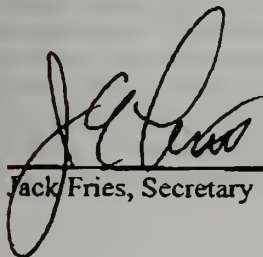
4. Approval Of Appointment Of Paula Cohen To The Beneficiary Committee (Maria Torre and Tracey Faulkner)

- Tracey spoke briefly on Paula's background. The Board unanimously approved Paula's membership to the Beneficiary Committee.

5. Medical Director's Report (Karen Smith)

- See attached.

6. Approval Of Quality Improvement Program (Karen Smith)
 - Karen reviewed the Quality Improvement Program. The Board unanimously approved the Quality Improvement Program and the minutes of the July 25th Quality Improvement Committee meeting.
7. Approval Of Quality Improvement Work Plan (Karen Smith)
 - Karen reviewed the Quality Improvement Work Plan. The Board unanimously approved the Quality Improvement Work Plan.
8. Approval Of Appointment Of Janet Shalwitz, MD To Quality Improvement Committee and William Taeusch To The Peer Review Committee (Karen Smith)
 - Karen briefly discussed Janet and William's background. The Board unanimously approved Janet Shalwitz, MD to the Quality Improvement Committee and William Taeusch to the Peer Review Committee.
9. Closed Session/Financial Statements (Jackie Oliveri)
 - See attached.
10. Closed Session/Approval Of Healthy Families Parental Expansion Rates
 - See attached.
11. Closed Session/Approval Of Universal Children's Health Insurance Program Budget And Rate
 - See attached.
12. Closed Session/ Personnel Committee Report On Approval Of Compensation For CEO
 - Closed session.
13. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority
 - There was no public comment.
14. Adjournment
 - The meeting was adjourned at 2:00pm.



Jack Fries, Secretary

SAN FRANCISCO



HEALTH PLAN

Here for you

San Francisco Health Authority Governing Board

Wednesday November 7, 2001 12:00-2:00 p.m.

568 Howard Street, 5th Floor

San Francisco, CA 94105

See revised

1. (V) Approval Of Agenda And Minutes From September 5, 2001
2. (I) CEO Report Including Report On Health Care Accountability Ordinance And DMHC Medical Survey (Jean Fraser)
3. (I) Beneficiary Committee Report (Maria Torre)
4. (I) Update On Medical Management And Quality Improvement (Karen Smith)
5. (V) Approval Of Quality Improvement Minutes (Karen Smith)
6. (V) Resolutions Condemning Upper Payment Limits Change By CMS (Dale Butler)
7. (I) Presentation On Analysis Of Change From Capitation To Fee-For-Service (Jean Fraser)

*****Closed Session*****

8. (I) Financial Statements (Jackie Oliveri)
9. (V) Approval Of Financial Audit

*****End of Closed Session*****

10. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------|
| • Beneficiary Committee: | November 9, 2001 |
| • Quality Improvement Committee: | November 28, 2001 |
| • Finance Committee: | January 9, 2002 |
| • Governing Board: | January 9, 2002 |

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HEALTH PLAN

Here for you

**San Francisco Health Authority
Governing Board**

Wednesday November 7, 2001 12:00-2:00 p.m.
568 Howard Street, 5th Floor
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1. (V) Approval Of Agenda And Minutes From September 5, 2001
2. (I) CEO Report Including Report On DMHC Medical Survey (Jean Fraser)
3. (I) Beneficiary Committee Report (Maria Torre)
4. (I) Update On Medical Management And Quality Improvement (Karen Smith)
5. (V) Approval Of Quality Improvement Minutes (Karen Smith)
6. (V) Resolution Condemning Upper Payment Limits Change By CMS (Dale Butler)
7. (I) Presentation On Analysis Of Change From Capitation To Fee-For-Service (Jean Fraser)

*****Closed Session*****

8. (I) Financial Statements (Jackie Oliveri)

9. (V) Approval Of Financial Audit

*****End of Closed Session*****

10. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: November 9, 2001
- Quality Improvement Committee: November 28, 2001
- Finance Committee: January 9, 2002
- Governing Board: January 9, 2002

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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HEALTH PLAN

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**San Francisco Health Authority
Governing Board**

Wednesday January 9, 2002 12:00-2:00 p.m.
568 Howard Street, 5th Floor
San Francisco, CA 94105

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JAN - 3 2002

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1. (V) Approval Of Agenda
2. (V) Approval Of Minutes From September 5, 2001 Meeting
3. (I) CEO Report Including Report On DMHC Medical Survey And Financial Audit (Jean Fraser)
4. (I) Beneficiary Committee Report (Tracey Faulkner)
5. (V) Approval Of Appointment Of Charla Molino And Wendy Veilman To The Beneficiary Committee (Tracey Faulkner)
6. (V) Approval Of Quality Improvement Minutes (Betsy Price)
7. (V) Resolution Condemning Upper Payment Limits Change By CMS (Dale Butler)
8. (V) Resolution Authorizing SFHP To Pay Providers Fee-For-Service Instead Of Capitation (Jean Fraser)

*****Closed Session*****

9. (I) Financial Statements-July-November 2001 (Jackie Oliveri)
10. (V) Approval Of Financial Audit

*****End of Closed Session*****

11. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|------------------|
| • Beneficiary Committee: | January 11, 2002 |
| • Quality Improvement Committee: | February 6, 2002 |
| • Governing Board: | March 6, 2002 |
| • Finance Committee: | March 6, 2002 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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HEALTH PLAN

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San Francisco Health Authority Governing Board

January 9, 2002 Meeting Minutes

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Chair: Mitchell Katz, M.D.Vice-Chair: Sophie WongSecretary-Treasurer: Jack Fries

MAR - 7 2002

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Present: Reece Fawley, Steve Fields, Jack Fries, John Gressman, Stuart Heard,
Mitch Katz, Randall Low, Robert Lull, Kate O' Malley, Jo Ruffin,
David Sanchez, Jr., Anthony Wagner, Sophie Wong

Members

Absent: Dale Butler, Maria Luz Torre

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

- The Chair convened the meeting at 12:15 pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of September 5, 2001 was approved as written.

3. CEO Report Including Report On DMHC Medical Survey And Financial Audit (Jean Fraser)

- See attached

4. Beneficiary Committee Report (Tracey Faulkner)

- Tracey gave a brief update on the Beneficiary Committee. She mentioned that the Beneficiary Committee was briefed on the fee-for-service issue. Tracey stated that her own opinion is that it would be in the Plan's best interest to go fee-for-service.
- Tracey mentioned that the Beneficiary Committee is interested in some training classes.

5. Approval Of Appointment Of Charla Molina And Wendy Vielman To The Beneficiary Committee (Tracey Faulkner)

- Tracey gave a short bio on Charla Molina and Wendy Vielman. Jack Fries and Tony Wagner said they believed Board policy required a resume from potential members. The Board approved Charla and Wendy's appointment to the Beneficiary Committee, pending submission of a resume to the Board.

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6. Approval Of Quality Improvement Minutes (Jean Fraser)

- The Board unanimously approved the Quality Improvement minutes.

7. Resolution Condemning Upper Payment Limits Change By CMS (Jean Fraser)

- Jean mentioned at the last Governing Board meeting that Dale Butler had asked the Board to consider a resolution condemning some financial changes being made by the Bush Administration. It was pointed out that the title of the resolution as presented, was misleading. After amending the title, the Board unanimously approved the resolution.

8. Resolution Authorizing SFHP To Pay Providers Fee-For-Service Instead Of Capitation (Jean Fraser)

- Jean reminded the Board that back in March 2001, SFHP came to the Board and asked for a resolution authorizing the Plan to explore the concept of paying fee-for-service to our providers. For the November meeting we had provided a fairly detailed memo on what the Plan had discovered, our analysis both on the financial and operational side.
- Jean stated that she is recommending the Plan to move to fee-for-service module. After a great deal of discussion, the Board decided to delay a decision on the matter and schedule a special Board meeting within thirty days to make the decision.

9. Closed Session/Financial Statements-July Through November 2001 (Jackie Oliverl)

- See attached.

10. Closed Session/Approval Of Financial Audit (Bob Griffin)

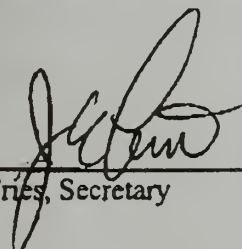
- See attached.

11. Public Comment On Any Jurisdiction Of San Francisco Health Authority

- There was no public comment.

12. Adjournment

- The meeting was adjourned at 2:00pm.



Jack Fries, Secretary

SAN FRANCISCO HEALTH PLAN

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San Francisco Health Authority Governing Board

Governing Board Meeting Agenda
 Wednesday March 6, 2002 12:00-2:00 p.m.
 568 Howard Street, 5th Floor
 San Francisco, CA 94105

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1. (V) Approval Of Agenda
2. (V) Approval Of Minutes From January 9, 2002 Meeting
3. (I) Beneficiary Committee (Maria Luz Torres)
4. (I) CEO Report (Jean Fraser)
5. (I) Healthy Families Member Satisfaction Survey Results (Ellen Kaiser)
6. (V) Resolution Authorizing SFHP To Participate In The Local Agency Investment Fund (Jackie Oliveri)

*****Closed Session*****

7. (V) Resolution Authorizing SFHP To Contract With UCSF On A Fee-For Service Basis (Jean Fraser)
8. (V) Approval Of Proposed Distribution Of Medi-Cal Rate Increase
9. (V) Approval Of Proposed Distribution Of Healthy Families Rate Increase
10. (I) Financial Statements (Jackie Oliveri)

*****End of Closed Session*****

11. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
 Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: March 8, 2002
- Quality Improvement Committee: April 3, 2002
- Governing Board: June 2002 (date to be determined)
- Finance Committee: June 2002 (date to be determined)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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HEALTH PLAN

Here for you

**San Francisco Health Authority Governing Board
March 6, 2002 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

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Members

Present: Dale Butler, Reece Fawley, Steve Fields, Jack Fries, John Gressman,
 Stuart Heard, Mitch Katz, Randall Low, Robert Lull, Maria Luz Torre,
 John Umekubo, Anthony Wagner, Sophie Wong

Members

Absent: Kate O'Malley and Jo Ruffin

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

- The Chair convened the meeting at 12:15 pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of January 9, 2002 was approved as written.

3. Beneficiary Committee Report (Maria Luz Torre)

- Maria gave a brief report on the Beneficiary Committee meeting. She mentioned that at the last Governing Board meeting Jack Fries and Tony Wagner requested that a resume be submitted upon approval of appointment to the Beneficiary Committee. Maria asked the Board if a biography could be submitted instead a resume. The Board agreed to accept a biography from new prospective members.

4. CEO Report (Jean Fraser)

- See attached.

5. Healthy Families Member Satisfaction Survey Results (Jean Fraser)

- Jean spoke on the 2002 Healthy Families member satisfaction survey results. The good news is that SFHP increased our scores in many areas. SFHP's significant gain was in the quality of written materials, an area SFHP focused on improving as a Plan and due to SFHP's work with the statewide Healthy Families Program. The bad news is that, once again, SFHP ranks below average when compared to other Healthy Families plans in California.

6. Resolution Authorizing SFHP To Participate In Local Agency Investment Fund (Jackie Oliveri)

- Jackie presented a proposal to allow SFHP to invest in the Local Agency Investment Fund (LAIF). The LAIF was created by statute in 1977 as an investment alternative for California's local government agencies, allowing them the opportunity to participate in a major investment portfolio. LAIF investment policy objectives are consistent with SFHP investment policy objectives, which require prudent investment to preserve capital and provide liquidity. With a sound investment policy, the LAIF portfolio has accrued a long history of better than average rates of return, which continue even today under poor market conditions. There are several layers of Governing Boards and Investment Boards that oversee and review the policy each year. By statute, fund management fees cannot exceed one-half of one percent of fund earnings. The Governing Board approved the proposal.

7. Closed Session/Resolution Authorizing SFHP To Contract With UCSF On A Fee-For-Service Basis (Jean Fraser)

- See attached.

8. Closed Session/ Approval Of Proposed Distributions Of Medi-Cal (Jackie Oliveri)

- See attached.

9. Closed Session/Approval Of Proposed Distribution Of Healthy Families Rate Increase

- See attached.

10. Financial Statements (Jackie Oliveri)

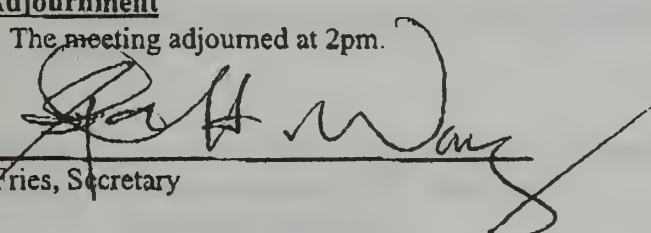
- See attached.

11. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

- There was no public comment

12. Adjournment

- The meeting adjourned at 2pm.



Jack Fries, Secretary

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HEALTH PLAN

Here for you

**San Francisco Health Authority
Governing Board****Agenda**

Wednesday June 5, 2002 12:00-2:00 p.m.

568 Howard Street, 5th Floor

San Francisco, CA 94105

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1. (V) Approval Of Agenda- (Tab 1)
2. (V) Approval Of Minutes From March 6, 2002 Meeting- (Tab 2)
3. (I) Beneficiary Committee Report (Maria Luz Torres)-(Tab 3)
4. (I) CEO Report (Jean Fraser)-(Tab 4)
5. (V) Presentation And Approval Of 2002 Quality Improvement Annual Summary (Karen Smith)-(Refer to the memo enclosed with QI materials)
6. (V) Approval Of April 2002 Quality Improvement Minutes (Karen Smith)-(Refer to the memo enclosed with QI materials)

*****Closed Session*****

- 7 (V) Review And Approval Of 2002/2003 Budget- (Tab 5)
8. (V) Review And Approval Of Rate Schedule For UCSF Hospital And Medical Groups- (Tab 6)
9. (V) Review And Approval Of Financial Statements-Fiscal Year July 2001-April 2002- (Tab 7)

*****End of Closed Session*****

10. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

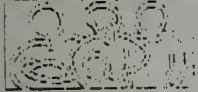
(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------|
| • Beneficiary Committee: | June 14, 2002 |
| • Quality Improvement Committee: | June 19, 2002 |
| • Finance Committee: | September 4, 2002 |
| • Governing Board: | September 4, 2002 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7800 ext. 255 if you have any questions. SAN FRANCISCO, CALIFORNIA 94105
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HEALTH PLAN

Here for you

**San Francisco Health Authority Governing Board
June 5, 2002 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

Members

Present: Dale Butler, Reece Fawley, Steve Fields, John Gressman, Stuart Heard,
 Mitch Katz, Randall Low, Robert Lull, Jo Ruffin, Maria Luz Torre,
 Anthony Wagner, Sophie Wong

Members

Absent: Jack Fries, Kate O'Malley and John Umekubo

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

- The Chair convened the meeting at 12:00 pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of March 6, 2002 was approved as written.

3. Beneficiary Committee Report (Maria Luz Torre)

- Maria reported at the last Beneficiary Committee meeting that they were five new prospective members in attendance.
- Maria also mentioned that a few Beneficiary Committee members took a field trip over to San Francisco General Hospital because there were concerns regarding SFGH facilities. Maria stated that two staff members from SFGH attended their May meeting to hear the concerns and issues that were raised by the Beneficiary Committee.
- Maria attended the San Francisco Healthy Families Advisory Panel meeting on April 12th. The topic that was discussed dental services. Also the Beneficiary Committee requested expanding the health education for parents with asthma.

4. CEO Report (Jean Fraser)

- See attached.

5. Presentation And Approval Of 2002 Quality Improvement Annual Summary-Karen Smith

- Karen presented a power point presentation on the 2002 Quality Improvement Annual summary. The Governing Board unanimously approved the Quality Improvement Annual Summary.

6. Approval Of April 2002 Quality Improvement Minutes-Karen Smith

- The Governing Board unanimously approved the Quality Improvement minutes.

7. Review And Approval Of 2002/2003 Budget

- See attached.

8. Review And Approval Of Rate Schedule For UCSF Hospital And Medical Groups

- See attached.

9. Review and Approval Of Financial Statements-FY July 2001-April 2002

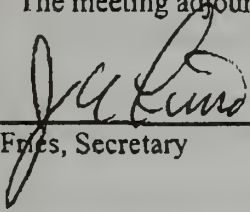
- See attached.

10. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

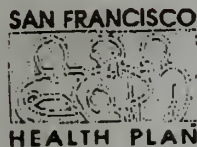
- There was no public comment

11. Adjournment

- The meeting adjourned at 2pm.



Jack Fries, Secretary



Here for you

**San Francisco Health Authority
Governing Board**

Agenda

Wednesday September 4, 2002 12:00-2:00pm
568 Howard Street, 5th Floor
San Francisco, CA 94105

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1. (V) Approval Of Minutes From June 5, 2002 Meeting
2. (I) Beneficiary Committee Report (Maria Torre)
3. (V) Appointment Of Adrian Gaino and Christine Lotz To Beneficiary Committee (Maria Torre)
4. (I) CEO Report (Jean Fraser)
5. (V) Quality Improvements Committee Minutes Approval & Update (Karen Smith)
6. (V) Appointment of Utilization Management Committee Members (Karen Smith)
7. (V) Resolution Authorizing Payment of Providers During State Budget Impasse (Jean Fraser)
8. (V) Review and Approval of Revisions To Plan's Employee Handbook
9. (I) Strategic Planning Process Data Presentation (Jean Fraser & Bobbi Wunsch)
10. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

*****Closed Session*****

11. (I) Financial Statements (Jackie Oliveri)
12. (V) Performance Evaluation Of CEO

*****End of Closed Session*****

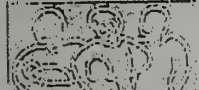
(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings. Note that some dates/times have been changed:

- Beneficiary Committee: September 6, 2002
- Quality Improvement Committee: October 2, 2002
- Finance Committee: October 28, 2002 (Here at the Plan 10:30am)
- Governing Board: November 6, 2002 (Retreat at the Presidio-Golden Gate Club-Cypress Room 8:30am-2:00pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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HEALTH PLAN

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**San Francisco Health Authority Governing Board
September 4, 2002 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Jack Fries

Members

Present: Dale Butler, Reece Fawley, Steve Fields, Jack Fries, Stuart Heard, Mitch Katz, Randall Low, Robert Lull, Kate O'Malley, Maria Luz Torre, Sophie Wong

Members

Absent: John Gressman, Jo Ruffin, John Umekubo and Anthony Wagner

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

- The Chair convened the meeting at 12:00 pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of June 5, 2002 were approved as written.

3. Beneficiary Committee Report (Maria Luz Torre)

- Maria gave a brief Beneficiary Committee report. She reported that the Beneficiary Committee reviewed their past goals and what has already been accomplished. Maria reported that the Committee came up with a preliminary list for the next coming year.

4. Appointment Of Adrian Gaino and Christine Lotz to the Beneficiary Committee (Maria Luz Torre)

- Christine Lotz introduced herself to the Board. Adrian Gaino was not present. The Board had previously approved Christine and Adrian's membership to the Beneficiary Committee upon submitting a biography for final approval. Maria also introduced Yesenia Fernandez who is a new member to the Beneficiary Committee. The Board unanimously approved all three candidates membership to the Beneficiary Committee.

5. CEO Report (Jean Fraser)

- See attached.

6. Quality Improvement Committee Minutes Approval & Update-Karen Smith

- Karen briefly spoke about the Quality Improvement Committee minutes. The Board unanimously approved the Quality Improvement Committee minutes as written.

7. Appointment of Utilization Management Committee Members-Karen Smith

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DAY AFTER GOVERNANCE MINUTES 090402mins-jo version.doc

- Karen spoke described the Utilization Management Committee members. Karen also described the preparation for the fee-for-service transition where SFHP will take over the payment and utilization management program for UCSF. SFHP is bringing all these functions in-house. SFHP will take over monitoring their utilization data. Karen mentioned that UCSF currently has an existing committee of a few doctors and nurses, which will be transformed into the SFHP Committee. Jack Fries asked if the Committee would review data or make individual UM decisions. Karen said they would review data and would only review individual cases where consultation requested by SFHP Medical Director.
- Karen asked for approval to appoint the members to the Committee.
- The Board unanimously approved the appointment of Utilization Management Committee Members.

8. Resolution Authorizing Payment Of Providers During State Budget Impasse- Jean Fraser

- The Board unanimously approved the resolution authorizing payment of providers during the State budget impasse.

9. Review And Approval Of Revisions To Plan's Employee Handbook

- Jean presented revisions to the SFHP employee handbook to the Board. The Board unanimously approved the revisions to the SFHP employee handbook. See attached.

10. Strategic Planning Process Data Presentation-Jean Fraser & Bobbie Wunsch

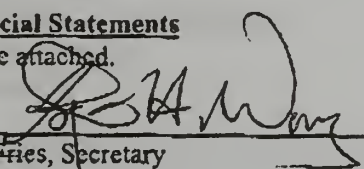
- Jean introduced Bobbie Wunsch to the Board.
- Bobbie gave the Board an update on where SFHP is with the strategic planning process to date.
- Bobbie stated that so far SFHP has feedback from the Beneficiary Committee, from two days of staff sessions. Also SFHP has reviewed what similar health plans are doing. Bobbie also mentioned that the process with the entire Board will begin. First there will be a telephone interview between each Board member and Bobbie to talk about some of the key issues facing the Plan over the next several years. There will be a half-day retreat on November 6th at which time we will ask the Board to discuss what SFHP's priorities should be based on recommendations from the staff. The Plan will make a proposal at the January Governing Board meeting for final approval of the strategic planning process.
- Jean presented the strategic planning process data. Discussion focused on the large number of non-utilizing members and the decreasing provider and member's rates.

11. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

- There was no public comment.

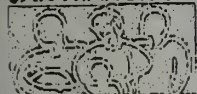
12. Financial Statements

- See attached.



Jack Fries, Secretary

SAN FRANCISCO



HEALTH PLAN

Here for you

San Francisco Health Authority Governing Board

Agenda

Wednesday November 6, 2002 8:30am-2:00pm
Presidio Golden Gate Club-Cypress Room
135 Fisher Loop-Presidio
San Francisco, CA 94129

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NOV - 4 2002

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Strategic Planning Process 2002

- 8:30-9:00 (I) Gather for Breakfast and Welcome
- 9:00-9:30 (V) Audit Presentation-Bob Griffin of Williams Adley & Co
(V) Approval of Distribution of Medi-Cal Outpatient Hospital Lawsuit Settlement Proceeds
- 9:30-10:00 (I) Purpose of Planning Session, Background
- 10:00-12:00 (I) Presentation and Discussion of Proposed Strategic Plan
- 12:00-12:30 (I) Working Lunch & Public Comment
- 12:30-1:45 (I) Presentation and Discussion of Proposal Regarding Allocation of Health Plan Fund Balance
- 1:45-2:00 (I) Next Steps, Evaluation and Adjourn

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item
Please Note These Upcoming SFHA Meetings.

- | | |
|----------------------------------|------------------|
| • Beneficiary Committee: | November 8, 2002 |
| • Quality Improvement Committee: | December 4, 2002 |
| • Finance Committee: | January 8, 2003 |
| • Governing Board: | January 8, 2003 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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**Minutes of Governing Board
Strategic Planning Meeting
November 6, 2002**

Audit Presentation

Bob Griffin of Williams Adley presented San Francisco Health Plan's audited financial statements. There were no deficiencies noted. The Board unanimously approved the audited financial statements.

Distribution of Medi-Cal Outpatient Hospital Lawsuit Settlement Proceeds

Jackie presented SFHP's proposed distribution of the one-time retroactive rate increase SFHP received as a result of the settlement between Medi-Cal and California hospitals suing in a class action. The Board unanimously approved the proposed distribution.

Strategic Planning Discussion

Priority Area #1: Increase membership by adding new populations.

The discussion found strong support for providing insurance for uninsured San Franciscans.

1. The Board was interested in the results of the current effort of SFHP and the Blue Shield Foundation to design an adult product. Whether the program would be subsidized or unsubsidized is still not clear since the Blue Shield actuaries are still running numbers. The basic concept SFHP is exploring now is a program the covered outpatient but not inpatient care.
2. Board members had a range of assessments of the benefits and liabilities of mandated managed care for the Blind and Disabled. The Board was anxious to study the issue and influence how it is approached and resolved by the state government. While this is a high-risk population, it is another opportunity to test if introducing managed care into existing City and State safety net programs would be clinically and fiscally viable.
3. Some board members were interested in pooling SF populations that seem to be priced out of the available small group and individual insurance markets. Jean suggested that the only way such a pool would be less expensive is if the pool either had lower utilization or paid providers less than commercial plans. Since there is no expectation that pool participants would seek fewer services while insured in one health plan than in another, the only alternative would be to pay lower rates to providers than commercial insurance. This strategy had not been attractive to our network when we offered small group insurance through PacAdvantage – only DPH and St. Luke's were willing to participate. In addition, there was no demand for our lower priced product; after two years we had only about 200 members.

4. There is a history of requests from City policymakers to replicate the Healthy Worker model with various groups, most recently child care providers and taxi drivers. However, the Healthy Worker program is very heavily subsidized: Members pay only \$3/month to participate while the total premium is \$149. Fifty percent of the premium is paid by the federal government through the Medi-Cal program; the remainder is paid by the City. In addition, Healthy Workers members are all "employed" by the IHSS Authority, significantly reducing the administrative cost for the program as compared to individual or small group insurance. No other program has access to similar federal funds.

Priority Area #2: Improve the quality of the care received by our members with a special focus on access to care.

The discussion found support for improving the quality of care.

1. The Board agreed that SFHP should expand its effort to improve HEDIS scores, using the health education/physician's incentive fund.
2. The Board noted that that access problems in the form of long waiting times for appointments was a matter of limited physician supply in some areas, and member perception in others. Either way, the issue should be addressed so to provide members with the most access possible. The Board agreed that it was difficult to tackle this problem on a Plan level, and supported the idea of funding individual or collaborative medical group initiatives, using the monies obtained in the DHS settlement.

Public Comment

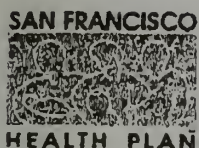
There was no public comment.

Discussion Regarding Proposed Allocation of Health Plan Fund Balance

The Board generally supported allocating the fund balance using the RBC model and allocating other funds to buying a building, plan infrastructure and new program support, with dissent from Jack Fries on buying a building. What was less clear to the Board was how these allocations would work on a practical level. For example, some Board members were concerned that approving the RBC model was identical to agreeing that the Plan would not pass on rate cuts to its providers; Jean assured members that approval of the RBC model did not commit the Board to take any particular action with regard to possible future rate cuts. In addition, there were questions about how frequently the allocations would be reviewed.

Adjournment

The meeting adjourned at 1:45 p.m.



Here for you

**San Francisco Health Authority
Governing Board**

Agenda

Wednesday January 8, 2003 12:00-2:00pm
568 Howard Street, 5th Floor
San Francisco, CA 94105

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JAN 2 2003

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1. (V) Approval Of Minutes From September 4 & November 6, 2002 Meeting-(Tab 1)
2. (I) Beneficiary Committee Report (Maria Torre)-(Tab 2)
3. (V) Appointment Of Lynn Gavin and Nicole Avist To Beneficiary Committee (Maria Torre)-(Tab 3)
4. (I) CEO Report (Jean Fraser)-(Tab 4)
5. (V) Approval Of Quality Improvement Committee & Peer Review Committee Minutes & Committee Nominations (Karen)-(Tab 5)
6. (I) Quality Improvement Committee Year End Wrap Up (Karen)
7. (I) Review Of DHS/DMHC Joint Medical Audit And SFHP's Corrective Action Plan (Jean)- (Tab 6)
8. (V) Resolution Adopting Core Values (Jean Fraser)-(Tab 7)
9. (V) Resolution Adopting Strategic Plan (Jean Fraser)-(Tab 8)
10. (V) Resolution Approving Allocations Of Fund Balance (Jackie Oliveri)-(Tab 9)
11. Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority
- *****Closed Session*****
12. (V) Financial Statements (Jackie)-(Tab 10)
13. (I) Review Of MRMLB Audit Of SFHP Medical Loss Ratio (Jackie)-(Tab 11)

*****End of Closed Session*****
(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings. Note that some dates/times have been changed:

- | | |
|----------------------------------|-------------------|
| • Beneficiary Committee: | January 10, 2003 |
| • Quality Improvement Committee: | February 19, 2003 |
| • Finance Committee: | March 5, 2003 |
| • Governing Board: | March 5, 2003 |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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San Francisco Health Authority
Governing Board

MAR - 3 2003

Agenda
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Wednesday March 5, 2003 12:00-2:00pm
568 Howard Street, 5th Floor
San Francisco, CA 94105

1. (V) Approval Of Minutes From January 8, 2003 Meeting
2. (V) Beneficiary Committee Report Including Review of Committee's 2003 Goals & Approval of SFHP Response (Maria Torre and Jean Fraser)
3. (V) Appointment of Elexes Mauro to Beneficiary Committee (Maria Torres)
4. (I) CEO Report Including Update On Strategic Plan Progress (Jean Fraser)
5. (V) Election of Secretary/Treasurer & Chair of Finance Committee
6. (V) Approval of Goals for SFHP for Fiscal Year 2003/2004 (Jean Fraser)
7. (V) Resolution Establishing A Building Committee and Authorizing SFHP To Sign Letter of Intent to Join CompassPoint Consortium to Purchase A Building (Jean Fraser)
8. (V) Election of Chair and Members of Building Committee
9. (I) Presentation of SFHP/Blue Shield Project To Insure San Francisco Adults (TIME CERTAIN at 1: 00 pm) (Jean Fraser and Jeff Rideout, M.D., President, Blue Shield of California Foundation)
10. (I) Review of Effects of Closure of Office of Managed Care And Efforts To Retain All CHN Providers In SFHP Network (Jean Fraser)
11. (V) Appointment of Tina Kwan, M.D. To SFHP Utilization Management Committee (Betsy Price)
12. (I) Public Comment on Any Matters Under Jurisdiction of San Francisco Health Authority

*****Closed Session*****

13. (I) Financial Statements-July 02 through January 03 (Jackie Oliveri)

*****End of Closed Session*****

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings. Note that some dates/times have been changed:

- | | |
|----------------------------------|-----------------------------|
| • Beneficiary Committee: | March 14, 2003-(1pm-3pm) |
| • Quality Improvement Committee: | March 19, 2003-(6:15pm-8pm) |
| • Finance Committee: | June 18, 2003-(11am-12pm) |
| • Governing Board: | June 18, 2003-(12pm-2pm) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing

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San Francisco Health Authority Governing Board
March 5, 2003 Meeting Minutes

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Reece Fawley

Members

Present: Sai-Ling Chan-Sew, Reece Fawley, Steve Fields, John Gressman, Stuart Heard, Mitch Katz, Randall Low, Robert Lull, Kate O'Malley and Maria Luz Torre

Members

Absent: Dale Butler, Tracey Faulkner, John Umekubo, Anthony Wagner and Sophie Wong

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

The Chair convened the meeting at 12:00 pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of January 8, 2003 were approved as written.
- The Board welcomed Sai-Ling Chan-Sew from San Francisco Mental Health to the Governing Board.
- Jack Fries has retired from St. Luke's Hospital. The Board endorsed a resolution in recognition of Jack Fries' many years of service on the Board.

3. Beneficiary Committee Report (Maria Luz Torre)

- Maria reported that the Beneficiary Committee is pleased with the responses they received to their goals. (See attached)
- The Board discussed goal #10 regarding SFHP hiring social workers to assist members. After some discussion, the Board decided to continue to work on goal #10, so that the Plan can find better advantages for the resources that are available throughout the community.
- The Board unanimously approved the responses to the Beneficiary Committee's goals.

4. Appointment Of Elexes Mauro To The Beneficiary Committee (Maria Luz Torre)

- Elexes Mauro was not present. Maria briefly spoke about Elexes Mauro's background and presented a biography to the Board.
- The Board unanimously approved Elexes Mauro's membership on the Beneficiary Committee.

5. **CEO Report Including Update On Strategic Planning Progress (Jean Fraser)**
 - See attached.
6. **Election Of Secretary/Treasurer & Chair Of Finance Committee**
 - Jack Fries has retired from St. Luke's Hospital. Jack served as the San Francisco Health Plan's Secretary/Treasurer and Chair of the Finance Committee.
 - The Board unanimously elected Reece Fawley, Associate Director of UCSF Hospital, as the new Secretary/Treasurer and Chair of the Finance Committee.
7. **Approval Of Goals For SFHP For Fiscal Year 2003/2004 (Jean Fraser)**
 - Jean stated that SFHP has developed a set of goals for FY 2003/2004 for the Plan that is being presented to the Board for approval. (See attached).
 - The Board reviewed and approved SFHP goals for FY 2003/2004.
8. **Resolution Establishing A Building Committee And Authorizing SFHP To Sign Letter Of Intent To Join CompassPoint Consortium To Purchase A Building (Jean Fraser)**
 - Jean presented a resolution to the Board that does two things-sets up a Building Committee and authorize SFHP to sign a non-binding letter to join a consortium of non-profits who are seeking to purchase a building together.
 - The Board approved this resolution with two amendments-the Building Committee shall consist of four voting members of the Governing Board, at least one of whom is a member of the Finance Committee and be it further resolved, that the Board is informed electronically before a offer is made. (See attached).
9. **Election Of Chair And Members Of Building Committee**
 - Jean presented a resolution to the Board to elect a Chair and the members of the Building Committee. The Board unanimously approved this resolution.
 - The Board elected four members to sit on the Building Committee, Steve Fields-Chair, Reece Fawley, John Gressman and Kate O' Malley.
10. **Presentation Of SFHP/Blue Shield Project To Insure San Francisco Adults (Jean Fraser & Jeff Rideout, MD, President Of Blue Shield Of California Foundation)**
 - SFHP has been working with Blue Shield of California Foundation on a joint project to investigate the feasibility of providing insurance to San Francisco adults.
 - Jean presented a PowerPoint presentation regarding the progress to date on joint SFHP/Blue Shield project to explore options for insuring San Francisco adults. (See attached). The Board expressed approval of the effects to date.
11. **Effects Of The Closure Of The Office Of Managed Care And Efforts to Retain CHN Providers In SFHP's Network (Jean Fraser)**
 - Jean spoke about the closure of the San Francisco Department of Public Health (DPH) Office of Managed Care effective July 1, 2003.
 - The Department of Public Health (DPH) can no longer perform most of the administrative functions that are required under SFHP's capitated/delegated model either for DPH providers or Community Health Network (CHN) providers. CHN consists of three types of providers; DPH providers, consortium

Clinics and Community providers. SFHP's goal is to keep all of these providers in our network. SFHP will create new contracts, and provide administrative support, for these providers. Given that there is much to do in a very short time, Jean set some priorities. (See attached).

12. Appointment Of Tina Kwan, M.D. To SFHP Utilization Management Committee (Betsy Price)

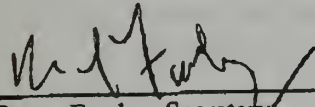
- Betsy briefly discussed Tina Kwan's background. The Board unanimously approved Tina Kwan's appointment to the Utilization Management Committee.

13. Public Comment

- There was no public comment.

14. Financial Statements-July 02 through January 03 (Jackie Oliveri)

- See attached.



Reece Fawley, Secretary



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San Francisco Health Authority
Governing Board

Agenda

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Wednesday June 18, 2003 12pm-2pm
568 Howard Street, 5th Floor
San Francisco, CA 94105

1. (V) Approval Of Minutes From March 5, 2003 Meeting-(Tab 1)
2. (I) Beneficiary Committee Report (Maria Luz Torre & Tracey Faulkner)-(Tab 2)
3. (I) CEO Report (Jean Fraser)-(Tab 3)
4. (V) Approval Of The Quality Improvement Committee Minutes (Michael van Duren, M.D.)-(Tab 4)
5. (I) Update On Blue Shield/SFHP Audit Uninsured Project (Jean Fraser)-(Tab 5)
6. (V) Approval Of Policy, Budget, and Candidates For External Review Committee For SFHP Access Enhancement Fund (Jean Fraser)-(Tab 6)
7. (I) Presentation Of Final Report Of Children And Youth Health Advisory Committee (Jean Fraser)-(Tab 7)
8. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority
- *****CLOSED SESSION*****
9. (V) Review Of Financial Statements Through April 03 (Jackie Oliveri)-(Tab 8)
10. (V) Approval Of SFHP Budget For FY 2003/2004 (Jackie Oliveri)-(Tab 9)
- *****

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- Building Committee: June 18, 2003 (2pm-2:30pm)
- Quality Improvement Committee: June 18, 2003 (6:15pm-8pm)
- Beneficiary Committee: August 1, 2003 (1pm-3pm)
- Finance Committee: September 3, 2003 (11am-12pm)
- Governing Board: September 3, 2003 (12pm-2pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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Wednesday September 3, 2003 12pm-2pm
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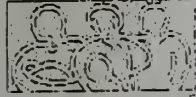
1. (V) Approval Of Minutes From June 18, 2003 Meeting
2. (I) Beneficiary Committee Report (Maria Luz Torre & Tracey Faulkner)
3. (V) Approval Of Marcella Leland And Diane Maluia To The Beneficiary Committee (Maria Luz Torre & Tracey Faulkner)
4. (I) CEO Report (Jean Fraser)
5. (V) Approval Of The Quality Improvement Committee Minutes (Michael van Duren, M.D.)
6. (I) HEDIS Update (Michael van Duren, M.D.)
7. (V) Resolution Approving SFHP Keeping Hospital/Professional Rates At Current Level Despite Medi-Cal Rate Cut
8. (I) Update On Efforts To Create Adult Insurance Product: Healthy Parents
9. (V) Review & Approval Of Revisions To SFHP Personnel Handbook
10. (V) Resolution Opposing Proposition 54
11. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority
- *****CLOSED SESSION*****
12. (V) Review Of Financial Statements Through June 30, 2003
13. (V) Review And Approval Of Rates For St. Luke's Hospital
14. (V) Review Of Performance Of CEO

(V) Denotes An Action Item Requiring A Vote (I) Denotes An Information Item
Please Note These Up Coming SFHA Meetings:

- Beneficiary Committee: September 5, 2003-(1pm-3pm)
- Quality Improvement Committee: October 15, 2003-(6:15pm-8pm)
- Finance Committee: October 29, 2003-(11am-12pm) NOTE CHANGE
- Governing Board: November 5, 2003-(12pm-2pm)
- Building Committee: September 3, 2005 and November 5, 2003-(2pm-3pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.
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September 3, 2003 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Sophie Wong
Secretary-Treasurer: Reece Fawley

MembersPresent:

Dale Butler, Reece Fawley (left at approx. 1pm), John Gressman, Mitch Katz, Randall Low, Robert Lull, Maria Luz Torre, John Umekubo and John Williams

MembersAbsent:

Sai-Ling Chan-Sew, Tracey Faulkner, Steve Fields, Stuart Heard, Kate O'Malley and Sophie Wong

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

The Chair convened the meeting at 12:30 pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of June 18, 2003 were approved as written.
- The Board welcomed John Williams, CEO of St. Luke's Hospital, to the Governing Board.

3. Beneficiary Committee Report (Maria Luz Torre)

- The Beneficiary Committee is pleased with the results they've received from their 2003 goals. Maria stated that it is a pleasure working with the staff at the Plan. Maria also mentioned that the Committee met the Plan's Medical Director, Michael van Duren, and look forward to working with him in the future.
- Maria mentioned that the Beneficiary Committee is looking forward to having their first joint meeting with the Community Advisory Committee this Friday, September 5, 2003.

4. Approval Of Appointment Of Marcella Leland & Diane Maluia To The Beneficiary Committee (Maria Luz Torre)

- The Board unanimously approved Marcella Leland's and Diane Maluia's appointment to the Beneficiary Committee.

5. CEO Report (Jean Fraser)

- See attached.

6. Approval Of The Quality Improvement Committee Minutes (Michael van Duren, MD)

- The Board unanimously approved the Quality Improvement Committee minutes as written.
7. **HEDIS Update (Michael van Duren)**
 - Michael presented a power point presentation on HEDIS. (See attached).
 8. **Resolution Approving SFHP Keeping Hospital/Professional Rates At Current Level Despite Medi-Cal Rate Cut (Jean Fraser)**
 - The Board unanimously approved this resolution.
 9. **Update On Efforts To Create Adult Insurance Product: Healthy Parents (Jean Fraser)**
 - Jean explained that for the last year, SFHP has been working with the Blue Shield Foundation to try to develop a program for adult uninsured. SFHP and the Blue Shield Foundation have investigated a couple of alternatives. For a variety of reason they have not worked.
 - Jean stated that she is now investigating the possibility of SFHP implementing the Healthy Families parental expansion in San Francisco. SFHP has sponsored legislation (AB 1524) that would allow local governments to act as the State in putting up the funding that is required to draw down the federal dollars for the program. With this new possibility, of federal matching dollars, SFHP is now actively exploring the concept of providing subsidized health insurance to the uninsured parents.
 - Jean asked if the Board would support the Plan in exploring this because SFHP needs to move forward with the Blue Shield Foundation.
 - The Board was in favor of the Plan exploring the concepts of a Healthy Parents program in San Francisco. The Board requested that staff return with more details as the investigation progresses.
 10. **Review & Approval Of Revisions To SFHP Personnel Handbook**
 - Jean explained to the Board that each year we review our employee handbook to determine if we need to update it.
 - The Board unanimously approved the revisions to the SFHP personnel handbook.
 11. **Resolution Opposing Proposition 54**
 - The Board unanimously approved this resolution.
 12. **Public Comment**

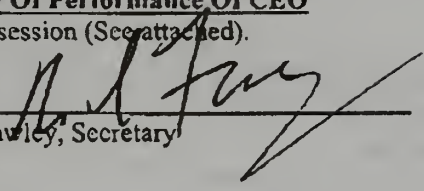
There was no public comment.
 13. **Review Of Financial Statements Through June 30, 2003**

Closed session (See attached).
 14. **Review And Approval Of Rates For St. Luke's Hospital**

Closed session (See attached).

15. Review Of Performance Of CEO

Closed session (See attached).



Reece Farley, Secretary

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Governing Board Agendawww.sfhp.orgWednesday November 5, 2003 12pm-2pm
568 Howard Street, 5th Floor
San Francisco, CA 94105

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1. (V) Approval Of Minutes From September 3, 2003 Meeting

*****CLOSED SESSION*****

2. (V) Approval Of Audited Financial Statements

3. (V) Approval Of New Medi-Cal Rates For Rate Year 2003/2004

4. (V) Approval Of Rates For St. Luke's IMG

5. (I) Review Of Fiscal Year Financial Statements Through September 2003

6. (I) Beneficiary Committee Report (Maria Luz Torre & Tracey Faulkner)

7. (V) Approval Of Willow Lancaster & Raquel Cardenas To The Beneficiary Committee
(Maria Luz Torre & Tracey Faulkner)

8. (V) Resolution Approving Grants From Access Enhancement Fund (Jean Fraser)

9. (V) Resolution Approving Proposal To Blue Shield Foundation For San Francisco
Parental Expansion and Requiring Allcation of SFHP Reserves in the Amount of
\$2,000,000 Over Two Years (Jean Fraser)10. (V) Resolution Approving Allocation Of \$250,000 From Capitol Improvement Reserve
For New Telephone System (David Kwei)11. (V) Resolution Directing SFHP To Withhold Payments To Providers Whose SFHP
Contracts Have Expired More Than 90 Days Prior (Jean Fraser)

12. (I) CEO Report including Strategic Plan Progress (Jean Fraser)

13. (V) Approval Of The Quality Improvement Committee Minutes (Michael van Duren,
M.D.)14. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health
Authority

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- Beneficiary Committee: November 7, 2003 (1pm-3pm)
- Quality Improvement Committee: December 3, 2003 (6:15pm-8pm)
- Finance Committee: January 7, 2004 (11am-12pm)
- Governing Board: January 7, 2004 (12pm-2pm)
- Building Committee: January 7, 2004 (2pm-3pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and other health concerns by not eating or drinking food or beverages during the meeting. For any questions, please contact: 568 HOWARD STREET, FOURTH FLOOR, SAN FRANCISCO, CALIFORNIA 94105
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November 5, 2003 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Vacant
Secretary-Treasurer: Reece Fawley

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Members

Present: Reece Fawley, Tracey Faulkner, Steve Fields, John Gressman, Stuart Heard,
 Mitch Katz, Maria Luz Torre, John Umekubo and John Williams

Members

Absent: Dale Butler, Sai-Ling Chan Sew, Randall Low and Robert Lull

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

The Secretary/Treasurer convened the meeting at 12:30 pm. The agenda was approved.

2. Approval Of Minutes

The minutes of September 3, 2003 were approved as written.

3. Approval Of Audited Financial Statements

- Closed session (See attached).

4. Approval Of New Medi-Cal Rates For Rate Year 2003/2004

- Closed session (See attached).

5. Approval Of Rates For St. Luke's IMG

- Closed session (See attached).

6. Review Of Fiscal Year Financial Statements Through September 2003

- Closed session (See attached).

7. Beneficiary Committee Report (Maria Luz Torre & Tracey Faulkner)

- Maria thanked the Plan for inviting her to the Healthy Kids Appreciation Dinner on October 28, 2003.
- Maria and Tracey reported that the Community Advisory Committee attended their meeting on September 5, 2003. Also, the Committee had two guest speakers at their October meeting, Kamala Harris to speak on Family Reunification and Gail Herrick on asthma.

8. Approval Of Willow Lancaster & Raquel Cardenas To The Beneficiary Committee (Maria Luz Torre & Tracey Faulkner)

- The Board unanimously approved Willow Lancaster and Raquel Cardenas to the Beneficiary Committee.

9. Resolution Approving Grants From Access Enhancement Fund (Jean Fraser)

- Jean reviewed the background of the Access Enhancement Fund with the Board. (See attached).
- The Board unanimously approved this resolution.

10. Resolution Approving Proposal To Blue Shield Foundation For SF Parental Expansion And Requiring Allocation Of SFHP Reserves In The Amount Of \$2,000,000 Over Two Years (Jean Fraser)

- Jean explained to the Board that the Plan has been discussing since January 2003 the concepts to find a way to insure some segment of adults in San Francisco who are uninsured. The Plan is asking for approval to allocate \$2,000,000 of SFHP reserves to a program that would provide health insurance to the parents of SFHP child members. The Board unanimously approved this resolution.

11. Resolution Approving Allocations Of \$250,000 From Capitol Improvement Reserve For New Phone System

- The Board unanimously approved this resolution.

12. Resolution Directing SFHP To Withhold Payments To Providers Whose SFHP Contracts Have Expired More Than 90 Days Prior (Jean Fraser)

- The Board approved this resolution and directed the Plan to implement this as of January 1, 2003.

13. CEO Report (Jean Fraser)

See attached.

14. Approval Of The Quality Improvement Committee Minutes (Michael van Duren, MD)

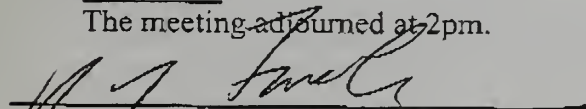
- The Board unanimously approved the Quality Improvement Committee minutes as written.

15. Public Comment

- Jean Fraser announced Sophie Wong and Kate O'Malley's resignation from the Board.
- Mitch introduced Linda Bien, as the new Chief Executive Officer of North East Medical Services. Linda has been nominated by the Consortium clinics to replace Sophie Wong on the Board.

16. Adjourned

The meeting adjourned at 2pm.


Reece Fawley, Secretary

San Francisco Health Authority
Governing Board Agenda
Wednesday January 7, 2004 12pm-2pm
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1. (V) Approval Of Minutes From November 5, 2003 Meeting
2. (I) Beneficiary Committee Report (Maria Luz Torre & Tracey Faulkner)
3. (V) Resolution Changing Name of Beneficiary Committee To Member Advisory Committee (Maria Luz Torre/Tracey Faulkner/Jean Fraser)
4. (I) CEO Report including update on Strategic Plan Progress
5. (V) Request for Continuation of Payment to Consortium Clinics and Request for Specific Contract Terms (Jean Fraser/John Gressman)
6. (I) Presentation On Efforts To Improve HEDIS Scores (Michael van Duren)
7. (V) Approval Of The Quality Improvement Committee Minutes (Michael van Duren)
8. (I) Review of SFHP's Compliance with Electronic Data Exchange Provisions of HIPAA (Jean Fraser and David Kwei)
9. Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

*****CLOSED SESSION*****

10. (I) Financial Statements through November 2003

11. (I) Update on St. Luke's IMG contract

*****CLOSED SESSION*****

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- Beneficiary Committee: January 9, 2004 (1pm-3pm)
- Quality Improvement Committee: March 10, 2004 (6:15pm-8pm)
- Finance Committee: March 3, 2004 (11am-12pm)
- Governing Board: March 3, 2004 (12pm-2pm)
- Building Committee: March 3, 2004 (2pm-3pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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1. (V) Approval Of Minutes From January 7, 2004 Meeting
2. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
3. (V) Review Of Status Of MAC CY 2003 Goals; Approval Of Member Advisory Committee Goals For CY 2004; Announcement Of Nomination Of Maria Luz Torre To Third Term On Governing Board (Maria Luz Torre, Tracey Faulkner And Jean Fraser)
4. (I) CEO Report Including Update On Strategic Plan (Jean Fraser)
5. (I) Update On Pharmacy Initiatives (Michael van Duren)
6. (I) Presentation On SFHP Information Systems (David Kwei)
7. (I) Review Of Revisions To SFHP Governing Board Bylaws (Jean Fraser)
8. (I) Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

*****CLOSED SESSION*****

9. (I) Financial Statements Through January 2004 (Jackie Oliveri)
10. (I) Results Of First Annual Reconciliation With UCSF (Jackie Oliveri)
11. (V) Annual Recalculation Of Solvency Fund (Jackie Oliveri)

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

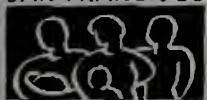
- Member Advisory Committee: March 5, 2004 (1pm-3pm)
- Finance Committee: May 5, 2004 (11am-12pm)
- Governing Board: May 5, 2004 (12pm-2pm)
- Building Committee: March 3, 2004 (2pm-3pm)
- Quality Improvement Committee: June 2, 2004 (6:15pm-8pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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**San Francisco Health Authority Governing Board
May 5, 2004 Meeting Minutes**

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Chair: Mitchell Katz, M.D.

JUN 24 2004

Vice-Chair: VacantSecretary-Treasurer: Reece FawleySAN FRANCISCO
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Present: Linda Bien, Dale Butler, Reece Fawley, Stuart Heard, John Gressman, Mitch Katz, Randall Low, Gene O'Connell, Sai-Ling Chan-Sew, Jeffrey Serman, John Umekubo, and John Williams

Members

Absent: Tracey Faulkner, Steve Fields, Robert Lull, and Maria Luz Torre

Mitchell Katz, M.D. chaired the meeting.

1. Approval Of Agenda

The Secretary/Treasurer convened the meeting at 12:00pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of March 3, 2004 were approved as written.

3. Member Advisory Committee Report (Jean Fraser)

- Jean presented the Member Advisory Committee report in the absence of Maria Luz Torre and Tracey Faulkner.
- Jean stated that the Member Advisory Committee continues to be a valuable resource to SFHP.
- Jean mentioned that at the March 2004 meeting SFHP Human Resource Director attended the Member Advisory Committee meeting to give tips on seeking employment. The Committee found this to be very useful. Committee member Lynn Gavin will start an internship here at the Plan. Jean also mentioned at the April 2004 meeting the Committee was trained on advocacy by Jessica Rothaar from Health Access as well as our own public relation consultant, Laura Noss from Social Planets.

4. Appointment Of Nadya Bratt To The Member Advisory Committee (Jean Fraser)

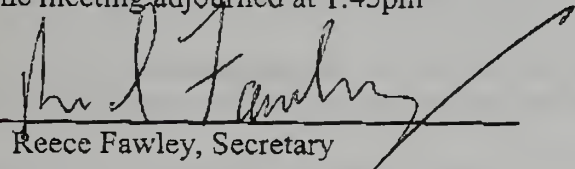
- The Board unanimously approved the appointment of Nadya Bratt to the Member Advisory Committee.

5. CEO Report Including Update On Strategic Plan (Jean Fraser)

- See attached.

6. **Approval of Quality Improvement Committee Minutes (Jean Fraser)**
 - The Board unanimously approved the Quality Improvement Committee minutes as written.
7. **Presentation On Quality Improvement Annual Report (Jean Fraser)**
 - Jean presented SFHP's Quality Improvement Program report for 2003.
 - Jean stated that these annual reports serve as a vehicle for the Governing Board to exercise oversight over our ongoing efforts to make things better for SFHP members and providers. (See attached)
8. **Presentation On Marketing And Outreach Department (Robyn Thaw)**
 - See attached. The Board congratulated Robyn and her team on their extraordinary work.
9. **Presentation On Member Services Department (Mark Villares)**
 - See attached. The Board congratulated Mark and his team on their excellent work.
10. **Approval Of Revised SFHP Governing Board Bylaws (Jean Fraser)**
 - Jean presented the revised bylaws to the Board with one change: allowing members whose membership in SFHP has terminated to remain on the Member Advisory Committee for up to one year after the termination of their membership.
 - The Board unanimously approved the new SFHP bylaws.
11. **Public Comment**
 - Pierre Fraysse, Data Analyst in the SFHP's IS department, had a comment about the increase of minimum wage and the impact it will have on eligibility for subsidized healthcare.
12. **Financial Statements-July 2003 Through March 2004**
 - Closed session (See attached)
13. **Adjourned**

The meeting adjourned at 1:45pm



Reece Fawley, Secretary

SAN FRANCISCO



HEALTH PLAN

Here for you

San Francisco Health Authority
 Governing Board Agenda
 Wednesday June 23, 2004 12pm-2pm
 568 Howard Street, 5th Floor
 San Francisco, CA 94105
www.sfhp.org

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1. (V) Approval Of Minutes From May 5, 2004 Meeting
2. (V) Election Of Officers
3. (V) Approval Of Establishment Of Committees
4. (V) Approval Of Assignments To Committees
5. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
6. (I) CEO Report; Update On Strategic Plan And Healthy Kids Member Satisfaction Survey Results For 2004 (Jean Fraser)
7. (I) Presentation Regarding Proposal To Insure 18-24 Year Olds Who "Age Out" Of Medi-Cal, Healthy Families Or Healthy Kids (Jean Fraser)
8. (V) Review And Approval Of Quality Improvement Committee Minutes; Update On 2004 HEDIS Scores; Request For Assistance On Prenatal HEDIS Measure (Michael van Duren)
9. (I) Public Comment On Any Matters Under Jurisdiction Of San Francisco Health Authority

*****CLOSED SESSION*****

10. (I) Financial Statements (Jackie Oliveri)

11. (V) Review And Approval Of SFHP Fiscal Year 2004-2005 Budget

*(V) Denotes An Action Item Requiring A Vote**(I) Denotes An Information Item*

Please Note These Up Coming SFHA Meetings:

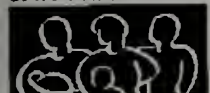
- Member Advisory Committee: August 6, 2004 (1pm-3pm)
- Finance Committee: September 8, 2004 (11am-12pm)
- Governing Board: September 8, 2004 (12pm-2pm)
- Building Committee: September 8, 2004 (2pm-3pm)
- Quality Improvement Committee: September 22, 2004 (6:15pm-8pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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HEALTH PLAN

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**San Francisco Health Authority Governing Board
June 23, 2004 Meeting Minutes**

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Chair: Mitchell Katz, M.D.

SEP - 9 2004

Vice-Chair: Linda BienSecretary-Treasurer: Reece FawleySAN FRANCISCO
PUBLIC LIBRARYMembersPresent: Dale Butler, Tracey Faulkner, Reece Fawley, Steve Fields, Stuart Heard, Mitch Katz, Sai-Ling Chan-Sew, Maria Luz Torre, and John UmekuboMembersAbsent: Linda Bien, John Gressman, Randall Low, Robert Lull, John Williams, Gene O'Connell, and Jeffery Sterman**Mitchell Katz, M.D. chaired the meeting.****1. Approval Of Agenda**

The Secretary/Treasurer convened the meeting at 12:10pm. The agenda was approved.

2. Approval Of Minutes

- The minutes of May 5, 2004 were approved as written.

3. Election Of Officers

- At the last Governing Board meeting, the Board approved a new set of by-laws, which call for annual elections for officers. There are four positions in the by-laws, Chair, Vice-Chair, Secretary, and Treasurer. The positions of Secretary/Treasurer may be combined.
- The Board nominated and unanimously approved Mitch Katz for Chair and Linda Bien for Vice-Chair.
- The Board unanimously approved to combine the Secretary/Treasurer positions. The Board also nominated and unanimously approved Reece Fawley for Secretary/Treasurer.

4. Approval Of Establishment Of Committees

- At the last Governing Board meeting, the Board approved a new set of by-laws, which call for the establishment of committees upon motion or resolution of the Governing Board. Two Committees-Program Committee and Member Advisory Committee are set forth in statute and by-laws.
- Mitch presented a proposed slate of committees and functions. The Board unanimously voted to re-establish the Finance, Personnel, Quality Improvement, and Building Committees as set forth. (See attached)

5. Approval Of Assignments To Committees

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- After the Board approved the establishment of committees, the next task is to appoint members to the committees.
- Mitch passed out a proposed list of appointments of the four-committee members for the Board to review and vote on. (See attached)
- The Board unanimously voted and approved the appointment of the four established committees-Finance, Quality Improvement, Personnel and Building Committees.

6. Member Advisory Committee (MAC) Report (Maria Luz Torre & Tracey Faulkner)

- Maria reported that the MAC hosted a "Finding a Healthy Weight for Your Child" workgroup on May 25, 2004 here at the Health Plan. Tracey said that she would like to see more workgroups on obesity.
- Maria gave some highlights of the MAC's last two meetings. At the May 7th meeting, Laura Noss of Social Planets attended to do a media training. At the June 7th MAC meeting, Bob Menezes, Marketing Communications Manager, spoke to the Committee and asked for some suggestions for the 2004 newsletter and Rowena Tarantino, Health Education Manager, spoke about prenatal care. The Committee also did a role-play with Mark Villares, Member Service Director, on SFHP's new phone system scripts.

7. CEO Report; Update On Strategic Plan And Healthy Kids Member Satisfaction Survey Results For 2004 (Jean Fraser)

- An issue was raised regarding the proposed agreement with the Department of Public Health to shift the risk for Healthy Workers pharmacy services to the Department of Public Health. A concern was exposed about transferring the Healthy Workers pharmacy reserve to the Department of Public Health. Jean clarified that the reserve would not be transferred without an agreement that the Department of Public Health would return the full amount of the reserve risk for pharmacy services ever returned to SFHP. With that clarification, the Board was satisfied.

8. Presentation Regarding Proposal To Insure 18-24 Year Olds Who "Age Out" Of Medi-Cal, Healthy Families Or Healthy Kids (Jean Fraser)

- Jean reported that Supervisor Newsom proposed expanding the Healthy Kids program to cover uninsured young adults in San Francisco. Once Newsome became Mayor he asked the Department of Public Health to develop policy options for him. Mayor Newsom's proposed budget includes \$1.9 million for health insurance coverage through SFHP of San Francisco youths aged 19-24 who are aging out of Medi-Cal, Healthy Families, and Healthy Kids.

9. Review And Approval Of Quality Improvement Committee Minutes; Update On HEDIS Scores; Request For Assistance On Prenatal HEDIS Measure (Michael van Duren)

- The Board unanimously approved the Quality Improvement Committee minutes.
- Michael is very pleased to report that SFHP's HEDIS rates for 2004 show significant improvement in virtually all measures. Michael also mentioned

that there is one measure that SFHP needs to improve, which is timelines of prenatal care. This measure identifies whether new pregnant members obtain a prenatal visit within 42 days of enrollment with SFHP.

10. Public Comment

- There was no public comment.

11. Financial Statements

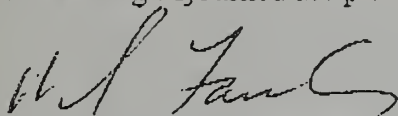
- Closed session (See attached)

12. Review And Approval Of SFHP Fiscal Year 2004-2005 Budget

- Closed session (See attached)

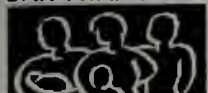
13. Adjourned

The meeting adjourned at 2pm.



Reece Fawley, Secretary

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1. (V) Approval Of Minutes From June 23, 2004 Meeting
2. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
3. (I) CEO Report Including Update On Strategic Plan Implementing Update (Jean Fraser)
4. (V) Approval Of Allocation Not To Exceed \$400,000 From SFHP Capitol Improvement Fund To Install One-E-App (Jean Fraser)
5. (V) Approval Of Changes To Employee Handbook For FY 04/05 (Jean Raser)
6. (I) SFHP's HEDIS Scores As Compared To Blue Cross And SFHP's Next Steps (Dori Lange & Cia Byrnes)
7. (V) Approval Of SFHP Stretch Goals For FY 04/05 And Associated Incentive Structure For SFHP Employees (Jean Fraser)

*****CLOSED SESSION*****

8. (I) Financial Statements (Jackie Oliveri)
9. (V) Approval Of Provider Rates For Healthy Kids Extension Program (Jackie Oliveri)
10. (V) CEO Performance Review

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- Member Advisory Committee: September 10, 2004 (1pm-3pm)
- Quality Improvement Committee: September 22, 2004 (6:15pm-8pm)
- Finance Committee: October 27, 2004 (11am-12pm)
- Governing Board: November 3, 2004 (12pm-2pm)
- Building Committee: November 3, 2004 (2pm-3pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 547-7818 ext. 235 if you have any questions.

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San Francisco Health Authority Governing Board
September 8, 2004 Meeting Minutes

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Chair: Mitchell Katz, M.D.

Vice-Chair: Linda Bien

Secretary-Treasurer: Reece Fawley

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Members

Present: Linda Bien, Tracey Faulkner, Reece Fawley, Steve Fields, Stuart Heard, Randall Low, Robert Lull, Gene O'Connell, Jeffery Stermann, Maria Luz Torre, John Williams, and Matthew Vasquez

Members

Absent: Dale Butler, Sai-Ling Chan-Sew, John Gressman, Mitchell Katz, and John Umekubo

Linda Bien chaired the meeting.

1. Approval Of Agenda

The Vice-Chair convened the meeting at 12:00pm. The agenda was approved. Linda Bien welcomed a new Board member, Mathew Vasquez to the Governing Board.

2. Approval Of Minutes

- The minutes of June 23, 2004 were approved as written.

3. Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)

- Tracey reported on the last Member Advisory Committee (MAC) meeting. Gene O'Connell and Carlos Villarva of SFGH came to the MAC meeting to talk about the Americans with Disabilities Act (ADA) and how SFGH complies with it. SFGH needs \$19 million to improve their facilities; to date SFGH has spent about \$2 million, and thus they still have a long way to go.

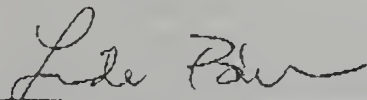
4. CEO Report Including Strategic Plan Update (Jean Fraser)

- See attached.

5. Approval Of Allocation Not To Exceed \$400K From SFHP Capital Improvement Fund To Install One-E-App (Jean Fraser)

- Jean explained that One-E-App is the electronic front end for people who want to apply for subsidized health insurance primarily for their children. The One-E-App allows an eligibility/outreach worker to take demographic and income information from a family, enter it into the One-E-App system, and receive an immediate indication of which programs the family qualifies for. If the family agrees, One-E-App then submits the application electronically to the appropriate agency.

- Jean mentioned that the One-E-App has been implemented in two counties. There are two other counties slated to come up soon.
 - Jean asked for approval to spend up to \$400,000. The Board approved the proposal subject to approval by the Finance Committee in a telephonic meeting if necessary. In addition, SFHP must do at least one site visit and must determine whether San Francisco Certified Application Assistors and eligibility workers will use it.
6. Approval Of Changes To Employee Handbook For FY 04/05 (Park Allen)
- The Board unanimously approved the revisions to the SFHP 2004/2005 employee handbook.
7. SFHP's HEDIS Scores As Compared To Blue Cross And SFHP's Next Steps (Dori Lange & Cia Byrnes)
- See attached. The Board congratulated Dori Lange and Cia Byrnes on their excellent work.
8. Approval Of SFHP Stretch Goals For FY 04/05 And Associated Incentive Structure For SFHP Employees (Jean Fraser)
- Jean submitted a memo to the Board on September 3, 2004 asking for approval of two goals for SFHP employees: reaching 54,000 in membership and beating Blue Cross on HEDIS scores. Since then, SFHP has learned that we have reached the Medi-Cal membership number that triggers a change in the assignment of Medi-Cal beneficiaries who do not choose a plan. Jean submitted at the Board meeting a revised proposal for a larger HEDIS incentive bonus-\$1000. (See attached)
 - The Board unanimously approved SFHP's stretch HEDIS goal for fiscal year 04/05 and the \$1000 associated incentive for SFHP employees.
9. Financial Statements (Jackie Oliveri)
- Closed session (See attached).
10. Approval Of Provider Rates For Healthy Kids Extension Program (Jackie Oliveri)
- Closed session (See attached).
11. CEO Performance Review
- Closed session (See attached).
12. Adjourned
- The meeting adjourned at 2pm.



Reece Fawley, Secretary

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**San Francisco Health Authority Governing Board
November 3, 2004 Meeting Minutes**

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Chair: Mitchell Katz, M.D.

JAN - 7 2005

Vice-Chair: Linda BienSecretary-Treasurer: Reece FawleySAN FRANCISCO
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Present: Linda Bien, Dale Butler, Sai-Ling Chan-Sew, Tracey Faulkner, Steve Fields, John Gressman, Mitchell Katz, Robert Lull, Gene O'Connell, Jeffery Sterman, Maria Luz Torre, John Umekubo, and Matthew Vasquez

Members

Absent: Reece Fawley, Stuart Heard, John Williams, and Randall Low

Mitch Katz chaired the meeting.

1. Approval Of Year End Audited Financial Statements (Rosa Torres-William Adley & Co)
 - Closed session (See attached).
2. Financial Statements (Kelvin Quan)
 - Closed session (See attached).
3. Approval Of Minutes
 - The minutes of September 8, 2004 were approved as written.
4. Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
 - Maria reported that the Member Advisory Committee met with San Francisco Mental Health Collaborative and with the St Luke's staff regarding their concerns about service delays while they are doing construction, and disability access, among other things.
5. CEO Report & Update On Strategic Plan Progress (Jean Fraser)
 - See attached.
 - Jean introduced Kelvin Quan, SFHP's Interim Chief Financial Officer to the Governing Board. Also, Michael van Duren, SFHP's Chief Medical Officer announced that he has decided to accept a position with Hill Physicians Medical group as Vice President of Clinical Services.
6. Resolution Authorizing SFHP Staff To Proceed With Creation Of Separate Entity To Avoid Effects Of State Quality Improvement Fee (Jean Fraser)

- As Jean mentioned in prior meetings, the State passed a Quality Improvement Fee (QIF). The QIF is a 6% tax on all non-Medicare premium revenue for health plans that participate in Medi-Cal. Jean presented a resolution to the Board authorizing SFHP to take all necessary steps to prepare to create a separate legal entity to avoid the negative effects of the imposition of the Medi-Cal Quality Improvement Fee. Jean also stated that this resolution does not authorize SFHP actually to create the separate entity but to prepare to do so.
- Jean will come back to the Board for final approval of the creation of the separate entity when and if creation becomes necessary due to approval of the QIF by the federal government.
- The Board unanimously approved the resolution.

7. Approval Of Proposed Strategic Planning Process (Jean Fraser And Bobbie Wunsch)

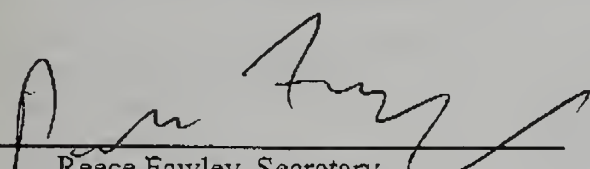
- In January 03, the Board adopted a strategic plan for SFHP for July 1, 2003-June 30, 2005. Due to the many changes that have occurred at SFHP and in the health care world, it is time for SFHP to do another strategic plan. Jean proposed to engage Bobbie Wunsch, the strategic planning consultant SFHP used last time to assist in this process.
- The Board unanimously approved the proposed strategic planning process.

8. Approval Of Quality Improvement Committee Minutes (Michael van Duren)

- Michael van Duren presented the minutes from the September 22, 2004 Quality Improvement Committee meeting to the Governing Board for approval. The Board unanimously approved the Quality Improvement Committee minutes as written.

9. Public Comment

- There was no public comment.



Reece Fawley, Secretary

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 Governing Board Agenda
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*****CLOSED SESSION*****

1. (I) Financial Statements through October 2004 (Kelvin Quan)
2. (V) Approval of Policy On Opening and Closing Financial Accounts (Kelvin Quan)

3. (V) Approval Of Minutes From November 3, 2004 Meeting
4. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
5. (I) CEO Report (Jean Fraser)
6. (V) Approval of Quality Improvement Committee Minutes (Dori Lange, QI Manager)
7. (I) Strategic Planning Process: Mid-term evaluation of Access Enhancement Fund (Ellen Kaiser)
8. (I) Strategic Planning Process: Review of current strategic plan and timeline for next strategic plan (Jean Fraser)
9. Public Comment

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- | | |
|----------------------------------|----------------------------|
| • Member Advisory Committee: | January 7, 2005 (1pm-3pm) |
| • Finance Committee: | March 2, 2005 (11am-12pm) |
| • Governing Board: | March 2, 2005 (12pm-2pm) |
| • Building Committee: | March 2, 2005 (2pm-2:30pm) |
| • Quality Improvement Committee: | March 9, 2005 (6pm-8pm) |

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**San Francisco Health Authority Governing Board
January 5, 2005 Meeting Minutes**

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Chair: Mitchell Katz, M.D.

MAR - 3 2005

Vice-Chair: Linda Bien

Secretary-Treasurer: Reece Fawley

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Members

Present: Linda Bien, Dale Butler, Tracey Faulkner, Reece Fawley, Steve Fields, Stuart Heard, Mitchell Katz, Randall Low, Robert Lull, Gene O'Connell, Jeffery Sterman, Maria Luz Torre, John Umekubo, Matthew Vasquez, and John Williams

Members

Absent: Sai-Ling Chan-Sew and John Gressman

Mitch Katz chaired the meeting.

1. Financial Statements (Nancy Arata)

- Closed session (See attached).

2. Approval Of Policy On Opening And Closing Financial Accounts (Jean Fraser)

- Jean explained that the Plan's external financial auditors recommended that we have a Governing Board-approved policy on this matter. This policy allows SFHP to open a new account only with the approval of the CFO, the CEO, and the Finance Committee. SFHP can close an account at any time but SFHP must notify the Finance Committee of the closure.
The Board unanimously approved the policy on opening and closing financial accounts.

3. Approval Of Minutes

- The minutes of November 3, 2004 meeting

4. Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)

- Tracey reported that the Vision Service Plan (VSP) attended their Member Advisory Committee's meeting on November 5, 2004. Tracey mentioned that some Committee members raised concerns about eyeglass benefits and frame allowance.
- Jean stated that this is a significant member issue that the Plan should take a look at. The Plan is starting a financial analysis of this matter.

5. CEO Report (Jean Fraser)

6. Approval Of Quality Improvement Committee Minutes (Dori Lange, QI Manager)

- Dori Lange presented the Quality Improvement Committee minutes to the Board. The Board unanimously approved the Quality Improvement Committee minutes.

7. Strategic Planning Process: Mid-Term Evaluation Of Access Enhancement Fund (Ellen Kaiser)

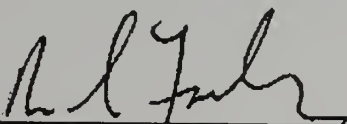
- Ellen Kaiser gave a mid-term presentation on the Access Enhancement Fund (AEF) project to the Board. At the January 3, 2003 Board meeting, the Board allocated \$800,000 for an Access Enhancement Fund to promote SFHP's strategic initiative to increase access to care.
- Three grantees were present, Shannon Thyne, MD, Lisa Johnson, MD, and John Pierce, MD. The grantees briefly spoke about how the AEF grant improved access for the populations they serve and the considerations for sustaining the project.

8. Strategic Planning Process: Review Of Current Strategic Plan And Timeline For Next Strategic Plan (Jean Fraser)

- In January, the SFHP Governing Board chose two initiatives, each with two objectives, for SFHP to accomplish by June 30, 2005. Jean presented an update and evaluation of the Plan's progress. SFHP is pleased with the existing plan because it is clear, short, realistic and motivating. One possible detriment is that no objective related to the internal operations of the Plan.
- Jean is requesting that the Plan delay having another formal strategic plan until approximately the end of this year because of transitions within the Plan and budget uncertainty at the county, state, and federal levels. Jean stated staff's intent is to add all additional focus this year on improving and institutionalizing the many new processes and functions SFHP has taken on over the last three years.
- Board members stated no urgency to changing the strategic plan because the objectives are still valid. The Board unanimously approved the Plan to delay the Strategic Planning process.

9. Public Comment

- There was no public comment.



Reece Fawley, Secretary

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Governing Board Agenda
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1. (V) Approval Of Minutes From January 5, 2005 Meeting
2. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
3. (V) Review Of Progress On Member Advisory Committee Goals For 2004 (Maria Luz Torre & Tracey Faulkner)
4. (I) CEO Report Including Strategic Plan Update (Jean Fraser)
5. (V) Resolution Approving Entry Into Joint Powers Agreement With The City And County Of San Francisco To Set Up A Separate Legal Entity To Avoid The Negative Effects Of The Quality Improvement Fee (Cathy Dietzen/Jean Fraser)
6. (I) Notification Regarding Opening Of A New Bank Account As A Result Of Fraudulent Activity On SFHP Claims Bank Account (Nancy Arata)
7. Public Comment
- *****CLOSED SESSION*****
8. (I) Financial Statements Through January 2005 (Nancy Arata)

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- | | |
|----------------------------------|-------------------------|
| • Member Advisory Committee | March 4, 2005 (1pm-3pm) |
| • Quality Improvement Committee: | March 9, 2005 (6pm-8pm) |
| • Finance Committee: | May 4, 2005 (11am-12pm) |
| • Governing Board: | May 4, 2005 (12pm-2pm) |

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**San Francisco Health Authority Governing Board
March 2, 2005 Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Linda Bien
Secretary-Treasurer: Reece Fawley

MAY - 5 2005

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Members

Present: Linda Bien, Tracey Faulkner, Reece Fawley, Steve Fields, John Gressman, Stuart Heard, Mitchell Katz, Randall Low, Robert Lull, Gene O'Connell, Jeffery Sterman, Maria Luz Torre, Matthew Vasquez, and John Williams

Members

Absent: Dale Butler, Sai-Ling Chan-Sew and John Umekubo

Mitch Katz chaired the meeting.

1. **Approval Of Minutes**
 - The minutes of the January 5, 2005 meeting were approved as written.
2. **Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)**
 - Tracey reported that the Member Advisory Committee (MAC) started on their 2005 goals but have not yet completed them due to time constraints. Tracey also reported the Plan received a response letter from Medi-Cal regarding the eyeglass benefit. Medi-Cal will look into the eyeglass benefit further and will keep the health plan updated.
3. **Review Of Progress On Member Advisory Committee Goals For 2004(Tracey Faulkner & Maria Luz Torre)**
 - Jean mentioned that each year the Member Advisory Committee comes up with a set of goals on a calendar year basis. There were 10 goals set and most of the goals were accomplished by the Plan. (See attached)
4. **CEO Report Including Strategic Plan Update (Jean Fraser)**
 - See attached.
 - Jean reminded the Governing Board that the Financial Disclosure Statements are due April 1, 2005. Also Jean introduced SFHP's new Chief Information Officer, Don Gordon.

5. Resolution Approving Entry Into Joint Powers Agreements With The City & County Of San Francisco To Set Up A Separate Legal Entity To Avoid The Negative Effects Of The Quality Improvement Fee (Cathy Dietzen/Jean Fraser)

- Cathy Dietzen, SFHP's Contracts and Compliance Counsel presented a power point presentation to the Board on the Quality Improvement Fee (QIF) and a resolution approving SFHP to enter into a Joint Powers Agreement (JPA) with the City and County of San Francisco. The Joint Powers Agreement is necessary to create a separate legal entity to avoid the negative effects of the Medi-Cal Quality Improvement Fee (See attached).
- After thoroughly discussing the QIF and JPA, the Board unanimously approved the resolution.

6. Notification Regarding Opening of A New Bank Account As A Result Of Fraudulent Activity On SFHP Claims Bank Account (Nancy Arata)

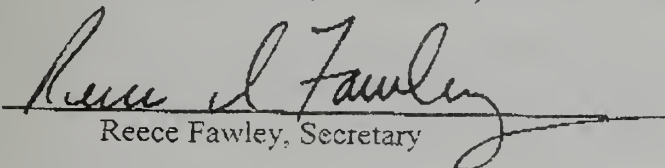
- The Board approved a policy at the January 5, 2005 meeting which required SFHP to obtain the Finance Committee's approval to open a new bank account. Nancy reported that on January 20, 2005 she received a phone call from SFHP's bank that the bank's risk review department discovered that four fraudulent checks using SFHP's bank account number were cashed by the bank. Nancy stated that SFHP immediately stopped issuing checks from that account. SFHP had to open a new claims account immediately and received oral approval from Reece Fawley to do so. The Finance Committee approved the action retroactively.
- Nancy said the good news is that SFHP did not suffer any financial loss, the fraud was caught quickly, and it does not appear that anyone from SFHP participated in the fraud.

7. Public Comment

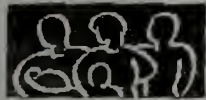
There was no public comment.

8. Financial Statements through January 2005 (Nancy Arata)

- Closed session (see attached).


Reece Fawley, Secretary

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HEALTH PLAN

Here for you

San Francisco Health Authority
 Governing Board Agenda
 Wednesday May 4, 2005 12pm-3pm
 568 Howard Street, 5th Floor
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*****CLOSED SESSION*****

1. (I) Financial Statements (Nancy Arata)

*****OPEN SESSION*****

2. (V) Approval of Minutes from March 2, 2005 Meeting
3. (V) Review and Approval of Member Advisory Committee Goals for 2005 (Maria Luz Torre & Tracey Faulkner)
4. (I) CEO Report including Strategic Plan update (Jean Fraser)
5. (V) Review and approval of Quality Improvement Committee minutes (Dori Lange)
6. (V) Review and approval of Quality Improvement Report for 2004 & Quality Improvement Program for 2005 (Dori Lange)
7. (V) Approval of modification of agreement with Mission Neighborhood Health Center (Cia Byrnes)
8. (V) Review and approval of budget for move to new location (Park Allen/Don Gordon)
9. (V) Selection of financial auditors for 2005-2006 (Reece Fawley/Nancy Arata)
10. (V) Resolution approving Mutual Guaranty between SFHP and San Francisco Community Health Authority (Cathy Dietzen)
11. (V) Resolution approving contribution of \$150,000 in initial capital to San Francisco Community Health Authority (Cathy Dietzen)
12. (V) Resolution approving assignment of Healthy Workers, Healthy Kids & Young Adults, and Healthy Families contracts from SFHP to San Francisco Community Health Authority effective July 1, 2005 (Cathy Dietzen)
13. (V) Resolution approving Management Services Agreement between SFHP and San Francisco Community Health Authority (Cathy Dietzen)
14. Public Comment

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivities, and/or related disabilities by not wearing perfume. Please call 615-1225 for a how-to questions.

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Here for you

**San Francisco Health Authority Governing Board
May 4, 2005 Meeting Minutes**

Chair: Mitchell Katz, M.D.
Vice-Chair: Linda Bien
Secretary-Treasurer: Reece Fawley

Members

Present: Linda Bien, Dale Butler, Sai-Ling Chan-Sew, Tracey Faulkner, Reece Fawley, Steve Fields, Stuart Heard, Mitchell Katz, Gene O'Connell, Jeffery Serman, Matthew Vasquez, and John Umekubo

Members

Absent: John Gressman, Randall Low, Robert Lull, Maria Luz Torre, John Williams

Mitch Katz chaired the meeting.

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1. **Financial Statements (Nancy Arata)**
 - Closed session (see attached)
2. **Approval of Minutes from March 2, 2005 Meeting**
 - The minutes of March 2, 2005 meeting were approved as written.
3. **Review and Approval of Member Advisory Committee Goals For 2005 (Tracey Faulkner & Maria Luz Torre)**
 - Each year the Member Advisory Committee (MAC) set goals for themselves and for the Plan. The MAC is requesting approval for the proposed goals. (See attached)
 - The Board unanimously approved the Member Advisory Committee's goals for 2005.
4. **CEO Report Including Strategic Plan Update (Jean Fraser)**
 - See attached.
5. **Review and Approval of Quality Improvement Committee Minutes (Dori Lange)**
 - Dori Lange, QI Manager presented the minutes from March 2, 2005 Quality Improvement Committee meeting to the Governing Board for approval. The Board unanimously approved the Quality Improvement Committee minutes.
6. **Review and Approval of Quality Improvement Report for 2004 & Quality Improvement Program for 2005 (Dori Lange)**
 - Dori Lange, QI Manager presented the 2004 Quality Improvement report and the 2005 Quality Improvement Program to the Governing Board for review and

approval. The Board unanimously approved the 2004 Quality Improvement report and the 2005 Quality Improvement Program.

7. Approval of Modification of Agreement with Mission Neighborhood Health Center (Cia Byrnes)

- Cia Byrnes, Director of Provider Relations explained that the Plan is recommending a change in the auto-assignment methodology for Medi-Cal members in certain zip codes to increase the number of Medi-Cal members assigned to Mission Neighborhood Health Center (MNHC) to make MNHC's ratio of Medi-Cal members to Healthy Kids & Young Adults and Healthy Families members more comparable to other providers' ratios.
- The Board unanimously approved the change in agreement with Mission Neighborhood Health Center.

8. Review and Approval of Budget for Move to New Location (Park Allen/Don Gordon)

- Park Allen, HR Director and Don Gordon, CIO presented a presentation to the Board of the budget for the move to 201 Third Street.
- The Board was pleased with the proposed budget and approved it unanimously.

9. Selection of Financial Auditors for 2005-2006 (Reece Fawley/Nancy Arata)

- The Plan is requesting the Board's approval of the selection of Williams Adley as SFHP's financial auditors for 2005 with a year-to-year option for the succeeding four years. SFHP has contracted with the firm of Williams, Adley & Company, LLP the past eight years for financial audits. This recommendation comes from the audit RFP Committee, which consisted of Reece Fawley, Linda Bien, Matt Vasquez, and SFHP staff members-Khanh Pham, Senior Accounting Manager, Cathy Dietzen, Contracts & Compliance Counsel, and Nancy Arata, CFO.
- The Board unanimously approved the selection of Williams, Adley & Company as SFHP's financial auditors.

10. Resolution Approving Mutual Guaranty between SFHP and San Francisco Community Health Authority (Cathy Dietzen)

- Cathy Dietzen, Contract and Compliance Counsel, presented a presentation on the newly created San Francisco Community Health Authority (SFCHA). At the last Governing Board meeting the Board authorized SFHP to enter into a joint powers agreement with the City and County of San Francisco to establish a joint powers authority into which SFHP could enroll our non-Medi-Cal membership, thereby sheltering that revenue from the Quality Improvement Fee.
- The Department of Managed Health Care told SFHP that the SFCHA will not need to meet separate tangible net equity requirements, as long as SFHP will guarantee SFCHA's financial viability.
- This resolution approves a mutual guaranty between SFHP and SFCHA. The effect of this guaranty is that SFHP will cover any costs SFCHA incurs that exceed SFCHA's revenue. The Board unanimously approved this resolution.

11. **Resolution Approving Contribution of \$150,000 in Initial Capital to San Francisco Community Health Authority (Cathy Dietzen)**

- The Department of Managed Health Care is requiring that SFHP have separate bank accounts. SFHP will require an initial capital contribution from SFHP to cover start-up costs. SFHP's estimate is that SFCHA will need \$150,000 in an initial contribution from SFHP. If the costs exceed \$150,000, per the mutual guaranty, SFHP will make additional contributions to cover the extra costs without returning to the Board for authorization.
- The Board unanimously approved this resolution.

12. **Resolution Approving Assignment of Healthy Workers, Healthy Kids & Young Adults, and Healthy Families Contracts from SFHP to San Francisco Community Health Authority Effective July 1, 2005 (Cathy Dietzen)**

- SFHP must assign its non-Medi-Cal contracts to SFCHA so that SFCHA can receive the premium payment of these programs. Most of the assignments provide that should the SFCHA be terminated for any reason, the contracts will automatically revert to SFHP.
- The Board unanimously approved this resolution.

13. **Resolution Approving Management Services Agreement between SFHP & San Francisco Community Health Authority**

- The Management Services Agreement is a contract in which SFHP agrees to provide all administrative services necessary for the conduct of SFCHA's business. The Board unanimously approved this resolution.

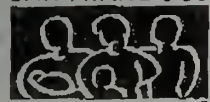
14. **Public Comment**

- There were no public comments.



Reece Fawley, Secretary

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HEALTH PLAN

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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda

Wednesday June 22, 2005 12pm-2pm

568 Howard Street, 5th Floor

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JUN 14 2005

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1. (V) Approval of Minutes from May 4, 2005 Meetings
2. (V) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
3. (V) Approval of appointment of Rosa Lima to the Member Advisory Committee (Maria Luz Torre & Tracey Faulkner)
4. (I) CEO Report including Strategic Plan update (Jean Fraser)
5. (V) Approval of appointments of Diane Maluia and of Lisa Pratt, MD to the Quality Improvement Committee (Dori Lange)
6. (V) Review and approval of proposed distribution of \$2,200,000 to SFHP providers (Jean Fraser)
7. Public Comment

*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

8. (I) Financial Statements through April 2005 (Kelvin Quan)
9. (V) Review and approval of FY 2005/2006 combined SFHA/SFCHA budget (Kelvin Quan)
10. (V) Review of request for rate increase from St. Luke's Hospital (Jean Fraser)

The San Francisco Health Authority and San Francisco Community Health Authority
will meet concurrently.

(V) Denotes an Action Item Requiring a Vote; (I) Denotes an Information Item

Please Note These Upcoming SFHA Meetings:

- Member Advisory Committee: August 5, 2005 (1pm-3pm)
- Finance Committee: September 7, 2005 (11am-12pm)
- Governing Board: September 7, 2005 (12-2pm)
- Quality Improvement Committee: September 7, 2005 (6pm-8pm)

Public Comment. Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.

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HEALTH PLAN

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**San Francisco Health Authority /San Francisco Community
Health Authority Governing Board
June 22, 2005
Meeting Minutes**

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Chair: Mitchell Katz, M.D.

SEP - 9 2005

Vice-Chair: Linda BienSecretary-Treasurer: Reece FawleySAN FRANCISCO
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Present: Linda Bien, Sai-Ling Chan-Sew, Tracey Faulkner, Reece Fawley, Stuart Heard, Mitchell Katz, Randall Low, Maria Luz Torre, and John Williams

Members

Absent: Dale Butler, Steve Fields, John Gressman, John Umekubo, Gene O'Connell, Jeffery Serman, and Matt Vasquez

Mitch Katz chaired the meeting.

1. Approval of Minutes from March 2, 2005 Meeting

- The minutes of May 4th SFHA were approved with one amendment in number seven to read "read to make MNHC's ratio of Medi-Cal members more comparable to other providers' ratios."
- The minutes of May 4th SFCHA were approved as written.

2. Member Advisory Committee Report (Tracey Faulkner & Maria Luz Torre)

- Maria and Tracey reported that the Committee had guest speakers from the Student Nutrition Services and the United States Department of Agriculture to come and speak about good nutrition in the schools. Also, Robyn Thaw, SFHP Chief Marketing Officer, attended the Committee's meeting to get their feedback on SFHP new welcome guide for new members.

3. Approval of Appointment of Rosa Lima to the Member Advisory Committee Maria Luz Torre & Tracey Faulkner

- Maria spoke on behalf of Rosa Lima. The Board unanimously approved Rosa Lima's appointment to the Member Advisory Committee.

4. CEO Report Including Strategic Plan Update

- See attached.

5. Approval of Appointments of Diane Maluia and of Lisa Pratt, MD to the Quality Improvement Committee (Dori Lange)

- The Board unanimously approved both Diane Maluia and Lisa Pratt to the Quality Improvement Committee.

6. **Review and Approval of Proposed Distribution of \$2,200,000 to SFHP Providers Jean Fraser**

- Jean reported that SFHP is proposing to distribute \$2,200,000 to the Plan's PCPs/clinics and hospitals. The proposal is to divide this amount in half so that \$1,100,000 will be available to PCP/clinic and the other \$1,100,000 to the hospitals. For PCPs /clinics, each PCP/clinic receives a share proportional to the percentage of SFHP members assigned to that PCP/clinic as of March 1, 2005. Private providers will receive the money instead of their medical groups. For hospitals, each hospital receives a share in proportion to the percentage of SFHP members assigned to PCPs/clinics affiliated with that hospital as of March 1, 2005.
- After a thorough discussion the Board unanimously approved this proposal.

7. **Public Comment**

- There was no public comment.

8. **Financial Statements through April 2005 (Kelvin Quan)**

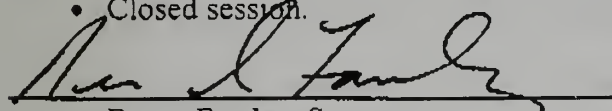
- Closed session.

9. **Review and Approval of FY 2005/2006 Combined SFHA/SFCHA Budget (Kelvin Quan)**

- Closed session.

10. **Review of Request for Rate Increase from St. Luke's Hospital (Jean Fraser)**

- Closed session.


Reece Fawley, Secretary

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Joint Meeting of the San Francisco Health Authority
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Governing Board Agenda

Wednesday September 7, 2005 12pm-2pm

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*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

1. (I) Review of FY 2004/2005 Unaudited Year End Statements (Kelvin Quan)
2. (I) Review of FY 05/06 Financial Statements through July 2005 (Kelvin Quan)

*****OPEN SESSION*****

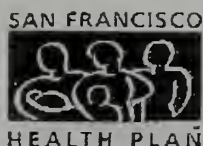
3. (I) Public Comment
4. (V) Approval of Minutes from June 22, 2005 Meetings
5. (V) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
6. (I) CEO Report including Strategic Plan update (Jean Fraser)
7. (V) Review and Approval of Changes to Employee Handbook (Park Allen)
8. (I) Presentation on HEDIS rates for 2004 and efforts for 2005 and 2006 (Dori Lange)
9. (V) Joint Resolution Approving Designation of \$14,800,000 of Reserves to Insolvency Protection Fund (Jean Fraser & Kelvin Quan)

The San Francisco Health Authority and San Francisco Community Health Authority
will meet concurrently.

Please Note These Upcoming SFHA/SFCHA Meetings:

- | | |
|---|------------------------------|
| • Member Advisory Committee: | September 9, 2005 (1pm-3pm) |
| • Finance Committee Only: | October 26, 2005 (11am-12pm) |
| • Governing Board (no Finance Committee): | November 2, 2005 (12-2pm) |
| • Quality Improvement Committee: | December 7, 2005 (6pm-8pm) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
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Wednesday November 2, 2005 12pm-2pm

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*****OPEN SESSION*****

1. Tour of New Space
2. (V) Approval of Fiscal Year 2004/2005 Year-End Audited Statements & Presentation by Financial Auditor (Williams Adley & Co.)
3. (V) Approval of Minutes from September 7, 2005 Meeting
4. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
5. (I) CEO Report including Strategic Plan update (Jean Fraser)
6. (I) Presentation on Feasibility Study for Providing Health Care Coverage to Taxi Drivers (Rhonda Evans & Jim Soos)
7. Public Comment

*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

8. (I) Year-to-date Financial Statements (Kelvin Quan)

*****CLOSED SESSION FOR DISCUSSION OF PERSONNEL MATTERS*****

9. (V) Evaluation of CEO and Approval of Compensation (Mitch Katz)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote

(I) Denotes An Information Item

Please Note These Up Coming SFHA Meetings:

- Member Advisory Committee: November 4, 2005 (1pm-3pm)
- Quality Improvement Committee: December 7, 2005 (6-8pm)
- Finance Committee: January 4, 2006 (11am-12pm)
- Governing Board: January 4, 2006 (12pm-2pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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FEB 22 2006

Joint Meeting of the San Francisco Health Authority
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Governing Board Agenda

Wednesday March 1, 2006-12pm-2pm

201 Third Street, 7th Floor

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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from November 2, 2005 Meeting
3. (V) Selection of Auditors for FY 05/06 (Finance Committee)
4. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
5. (V) Approval of Member Advisory Committee Goals for 2006 (Maria Luz Torre & Tracey Faulkner)
6. (V) Approval of Appointment of Maria del Carmen Garcia to Member Advisory Committee (Maria Luz Torre & Tracey Faulkner)
7. (I) CEO Report including Strategic Plan Update and Move Budget Update (Jean Fraser)
8. (V) Approval of Quality Improvement Committee Actions (Dori Lange)
9. (I) Discussion of Strategic Focus #1: Providing Coverage to More People, Including Universal Access and Enrolling Medi-Cal Seniors and People with Disabilities
10. (I) Discussion of Expanding SFHP Provider Network (Jean Fraser)

*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

11. (I) Year-To-Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (I) Denotes An Information Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- Member Advisory Committee: March 3, 2006 (1pm-3pm)
- Quality Improvement Committee: March 8, 2006 (6-8pm)
- Finance Committee: April 27, 2006 (11am-12)
- Governing Board: May 3, 2006 (12pm-2pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. If you wish to speak to an item concerning Authority business, which is not on the Agenda, please wait until the Public Comment period at the end of the meeting. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



**San Francisco Health Authority /San Francisco Community
Health Authority Governing Board
March 01, 2006
Meeting Minutes**

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Chair: Mitchell Katz, M.D.

Vice-Chair: Linda Bien

Secretary-Treasurer: Reece Fawley

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Members

Present: Linda Bien, Dale Butler, Steve Fields, Sai-Ling Chan-Sew, John Gressman, Mitch Katz, Tracey Faulkner, Reece Fawley, Stuart Heard, Gene O' Connell, Maria Luz Torre,

Members

Absent: Randall Low, John Umekubo, and Jeffery Serman

Mitch Katz chaired the meeting.

1. Public Comment on Any Matters Within SFHA/SFCHA Purview

- There was no public comment.

2. Approval of Minutes from November 2, 2005 Meeting

- The minutes of the November 2, 2005 meeting were approved as written.

3. Selection of Auditors for FY 05/06

- As a result of poor performance by the Plan's 04/05 financial auditors, the Finance Committee directed SFHP staff to identify potential candidates for 05/06. The Finance Committee met prior to the Governing Board meeting and interviewed two potential auditors, Moss Adam and Armanino McKenna. SFHP staff and the Finance Committee recommended hiring Moss Adam.
- The Board unanimously approved this recommendation to hire Moss Adam as the plan's new auditors.

4. Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)

- Maria reported that the Member Advisory Committee met in January and February 2006. At both meetings, SFHP staff attended

to do presentations on some of the Committee's goals. At the February meeting the Committee had a guest from the Office of Treasurer & Tax Collector to discuss the Earned Income Credit.

5. Approval of Member Advisory Committee Goals For 2006 (Maria Luz Torre & Tracey Faulkner)

- Maria and Tracey reviewed the Member Advisory Committee's 2006 goals with the Board for final approval.
- The Board unanimously approved the Member Advisory Committee's 2006 goals.

6. Approval of Appointment of Maria del Carmen Garcia to Member Advisory Committee (Maria Luz Torre & Tracey Faulkner)

- Maria spoke on behalf of Maria del Carmen. The Board unanimously approved Maria del Carmen's appointment to the Member Advisory Committee.

7. CEO Report Including Strategic Plan Update And Move Budget Update (Jean Fraser)

- See attached.

8. Approval of Quality Improvement Committee Actions (Dori Lange)

- In accordance with the Plan's Quality Improvement Program, the Governing Board is required to review and approve the minutes of the Quality Improvement Committee meetings, and review member grievances. There were 37 grievances filed during the third quarter of 2005. Six cases alerted SFHP to a problem in which the Kaiser eligibility system accidentally inactivated SFHP members in which the Plan revolved by contacting Kaiser. Lastly, the Plan considered an issue with a transgender member who was denied an estrogen therapy. The Plan changed its prescription.
- The Board discussed the process for changing coverage and who would make that call. Jean stated that in this case the Plan had to make a call fairly quickly so the Medical Director decided. However, the Pharmacy & Therapeutics Committee that meets quarterly reviews all formulary and coverage changes.
- The Board unanimously approved the Quality Improvement Committee meeting minutes.

9. Discussion Of Strategic Focus #1: Providing Coverage To More People, Including Universal Access And Enrolling Medi-Cal Seniors And People With Disabilities

- Jean updated the Board on the Plan's work on our first two strategic priorities and asked for direction on the following questions. First, should the Plan pursue enrollment of seniors and people with disabilities into managed care? Second, given that there are potential opportunities for SFHP to serve more people in the next few years through enrollment of Medi-Cal SPDs, coverage of taxi drivers, and/or a local universal access program, should the plan

develop operational capabilities even before we are certain of the outcome of those policy debates. Jean asked the Board for feedback on the plan's desire to plan now, and budget in 2006/2007 and beyond, for significant expansion.

- After a long discussion the Board approved the concept and asked the Plan staff to provide the Board with a budget proposal to expand capacity.

10. Discussion Of Expanding SFHP Provider Network (Jean Fraser)

- Due to time constraint's the Board delayed this discussion.

11. Year-To-Date Financial Statements (Scott Yturria)

- See attached



Reece Fawley, Secretary



Here for you

Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday May 3, 2006-12pm-2pm

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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from March 1, 2006 Meeting
3. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (V) Approval of Appointment of Alma Castillo to Member Advisory Committee (Maria Luz Torre & Tracey Faulkner)
5. (I) CEO Report including Strategic Plan Update (Jean Fraser)
6. (I) Presentation of Results of Joint DMHC/DHS Medical Audit (Rich Rubinstein)
7. (V) Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)
8. (V) Approval of Evaluation of Quality Improvement Program for 2005 and Approval of Quality Improvement Program for 2006 (Dori Lange)
9. (I) Presentation and Discussion of Proposed Health Access Program (Mitch Katz)
10. (I) Discussion of Use of Remaining Fund Balance (Jean Fraser)
11. (I) Discussion of Contracting with Catholic Healthcare West (Jean Fraser)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****
12. (I) Year-To-Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (I) Denotes An Information Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- Member Advisory Committee: May 12, 2006 (1pm-3pm)
- Finance Committee: June 15, 2006 (11am-12pm)
- Governing Board: June 21, 2006 (12pm-2pm)
- Quality Improvement Committee: June 28, 2006 (8am-9am)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.

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**San Francisco Health Authority /San Francisco Community
Health Authority Governing Board**

**May 3, 2006
Meeting Minutes**

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Chair: Mitchell Katz, M.D.

Vice-Chair: Linda Bien

Secretary-Treasurer: Reece Fawley

JUN 22 2006

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Members

Present: Linda Bien, Dale Butler, Steve Fields, Sai-Ling Chan-Sew,
Mitch Katz, Tracey Faulkner, Reece Fawley, Randall Low, Gene
O'Connell, Jeffery Serman, John Umekubi, and Matthew
Vasquez

Members

Absent: John Gressman, Stuart Heard, and Maria Luz Torre

Mitch Katz chaired the meeting.

1. Public Comment on Any Matters Within SFHA/SFCHA Purview

- There was no public comment.

2. Approval of Minutes from November 2, 2005 Meeting

- The minutes of the March 1, 2006 meeting were approved as written.

3. Member Advisory Committee Report (Tracey Faulkner)

- Tracey reported that the Member Advisory Committee met in March and April 2006. Staff members from the Plan attended the meetings to discuss the up-coming Healthy Kids Family Day event on June 3, 2006. Tracey also reported that Arturo Cosenza from the San Francisco Department of Elections attended the Member Advisory Committee meeting to discuss the new procedures for up-coming elections.

4. Approval of Appointment of Alma Castillo to Member Advisory Committee (Tracey Faulkner)

- Tracey spoke on behalf of Alma Castillo. The Board unanimously approved Alma Castillo's appointment to the Member Advisory Committee.

5. **CEO Report including Strategic Plan Update (Jean Fraser)**
 - See attached.
6. **Presentation of Results of Joint DMHC/DHS Medical Audit (Rich Rubinstein)**
 - Rich Rubinstein, SFHP's Legal Counsel presented the Plan's final joint audit plan in response to the 2005 Department of Health Services (DHS) and Department of Managed Health Care (DMHC) joint audit of SFHP. The audit was 95% in compliance with regulations. SFHP did its best to comply but certain items we expect to be found non-compliance. Some of these will be repeat matters.
7. **Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)**
 - In accordance with the Plan's Quality Improvement Program, the Governing Board is required to review and approve the minutes of the Quality Improvement Committee meetings, and review member grievances. The timing of this Board meeting falls just before a quarterly grievance report is due, so the Plan do not have any new information to share at this time. The Plan will have first quarter trends and highlights ready for the June Board meeting.
 - The Board unanimously approved the Quality improvement Committee meeting minutes.
8. **Approval of Evaluation of Quality Improvement Program for 2005 and Approval of Quality Improvement Program for 2006**
 - Dori Lange presented a power point presentation on SFHP's Annual Quality Improvement Program Evaluation, emphasizing efforts to improve the quality of care and access to care. SFHP aspires to have all of its HEDIS rates in the 90th percentile nationwide. Also, SFHP did well on provider and member satisfaction surveys.
 - The Board reviewed and unanimously approved the Quality Improvement Program Evaluation for 2005 and the Quality Improvement Program for 2006.
9. **Presentation and Discussion of Proposal Health Access Program (Mitch Katz)**
 - Mitch Katz presented a power point on the work of the Universal Healthcare Council and background on a proposed Health Access Program. The Council has met five times to date, and has meetings planned for April 27th and May 23rd. A Health Access Program administered by SFHP could provide uninsured SF residents with primary care provider/medical home, and access to comprehensive medical services through the SFHP network.
10. **Discussion of Use of Remaining Fund Balance (Jean Fraser)**
 - Jean led a discussion on the appropriate methodology for spending SFHP's fund balance which is about \$10-12 million. When SFHP

created the Insolvency Protection Fund in September 2005 for \$14.9 million, the Plan postponed allocating the rest of the fund balance until it had a better sense of what to expect from the State regarding seniors and people with disabilities (SPDs).

- After some discussion, the Board suggested that the Plan identify potential uses for the funds, and not create a foundation-like fund. The Board was especially interested in funding improvements in access to specialty care.

11. **Discussion of Contracting with Catholic Healthcare West (Jean Fraser)**

- Catholic Healthcare West (CHW), the parent organization for St. Mary's and St. Francis, is interested in contracting with the Plan. The Plan would offer to contract with CHW on the same basis as the Plan contracts with every other hospital in our network.
- The Board had no objection to opening this discussion with CHW.

12. **Year-To-Date Financial Statements (Scott Yturria)**

- Closed session. See attached.



Reece Fawley, Secretary



Here for you

Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday June 21, 2006-12pm-2pm

201 Third Street, 7th Floor
San Francisco, CA 94103
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*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

1. (I) Year-To-Date Financial Statements (Scott Yturria)
2. (V) Approval of Combined Budget for San Francisco Health Authority and San Francisco Community Health Authority Fiscal Year 2006-2007 (Scott Yturria)

*****OPEN SESSION*****

3. Public Comment on any matters within SFHA/SFCHA purview
4. (V) Approval of Minutes from May 3, 2006 Meeting
5. (I) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
6. (V) Approval of Appointment of Xue Qun Chen and Shao Wei Luo to Member Advisory Committee (Maria Luz Torre & Tracey Faulkner)
7. (I) CEO Report including Strategic Plan Update (Jean Fraser)
8. (V) Approval of Year-End Distribution of \$3,000,000 to Providers (Jean Fraser)
9. (V) Approval of 3% Year-End Bonus to SFHP Staff Members (Jean Fraser)
10. (I) Review of SFHP's Internal Controls (Scott Yturria)

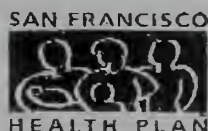
The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (I) Denotes An Information Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- Quality Improvement Committee: June 28, 2006 (8am-9am)
- Member Advisory Committee: August 4, 2006 (1pm-3pm)
- Finance Committee: August 31, 2006 (11am-12pm)
- Governing Board: September 6, 2006 (12pm-2pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



Here for you

**San Francisco Health Authority /San Francisco Community
Health Authority Governing Board
June 21, 2006
Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Linda Bien
Secretary-Treasurer: Reece Fawley

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Members

Present: Linda Bien, Sai-Ling Chan-Sew, John Gressman, Mitch Katz,
Tracey Faulkner, Reece Fawley, Gene O' Connell,

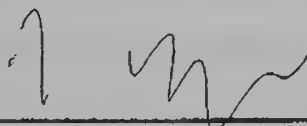
Members

Absent: Dale Butler, Steve Fields, Randall Low, Jeffery Sterman, Maria
Luz Torre, John Umekubo, and Matthew Vasquez

Mitch Katz chaired the meeting.

1. **Year-To-Date Financial Statements (Scott Yturria)**
 - Close session. See attached.
2. **Approval of Combined Budget for San Francisco Health Authority and San Francisco Community Health Authority Fiscal Year 2006-2007 (Scott Yturria)**
 - Close session. See attached.
3. **Public Comment on any matters within SFHA/SFCHA**
 - There were no public comments.
4. **Approval of Minutes from May 3, 2006 Meeting**
 - The minutes of the May 3, 2006 meeting were approved as written.
5. **Member Advisory Committee Report (Tracey Faulkner)**
 - Tracey reported that the Member Advisory Committee met in May and June. The Committee had guests at both meetings. Neil Gendel of Consumer Action and Karen Yu, San Francisco Department of Public Health discussed indoor air quality for children. SFHP's Medical Director Swati Awsare, MD discussed obesity efforts.

- Tracey also mentioned that there were many prospective members at the last two Committee meetings. The Committee has eight seats to fill and will hold a special meeting in July to determine membership.
6. **Approval of Appointment of Xue Qun Chen and Shao Wei Luo to the Member Advisory Committee (Tracey Faulkner)**
 - Tracey spoke on behalf of Xue Qun Chen and Shao Wei Luo. The Board unanimously approved Xue Que Chen and Shao Wei Luo's appointment to the Member Advisory Committee.
 7. **CEO Report including Strategic Plan Update (Jean Fraser)**
 - See attached
 8. **Approval of Year-End Distribution of \$3,000,000 to Providers (Jean Fraser)**
 - SFHP is requesting the Board's approval of a year-end distribution of \$3,000,000 to providers. This year was another extraordinarily good year for SFHP
 - After some discussion the Board approved the year-end distribution to SFHP providers.
 9. **Approval of 3% Year-End Bonus to SFHP Staff Members (Jean Fraser)**
 - Jean requested that staff be rewarded with a 3% year end bonus. The Board own its own motion, increased the bonus to 4%.
 - The Board invited all staff in to hear their thanks for the excellent work of the staff during the year.
 10. **Review of SFHP's Internal Controls (Scott Yturria)**
 - Scott presented on the state of SFHP's internal controls. He outlined a set of policies and procedures that safeguard the assets of SFHP, create reliable financial reporting, and promote regulatory compliance. Jean said SFHP needs to improve some of our internal controls. The Plan will work over the next year to improve them



Reece Fawley, Secretary



Here for you

Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday Sept 6, 2006-12pm-2pm

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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from June 21, 2006 Meeting
3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (V) Approval of Appointment of Georgia Bratt, Irene Conway, Charles Conway, Arth Le, Ching Suk Lam, Nancy Wei, Llu Cong Chen, Un Un Che, and Meilin Liu to Member Advisory Committee (Maria Luz Torre & Tracey Faulkner)
5. (D) CEO Report including Strategic Plan Update (Jean Fraser)
6. (V) Review and Approval of Revisions to Employee Handbook (Park Allen)
7. (V) Review and Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)
8. (V) Approval of Allocation of \$554,229 to Fund Implementation of eReferral System throughout SFGH (Ellen Kaiser)
9. (D) Update on Health Access Program Planning (Jean Fraser)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****
10. (D) Year-To-Date Financial Statements (Scott Yturria)
- *****CLOSED SESSION FOR DISCUSSION OF PERSONNEL MATTERS*****
11. (V) Annual performance evaluation of CEO

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- Quality Improvement Committee: June 28, 2006 (8am-9am)
- Member Advisory Committee: August 4, 2006 (1pm-3pm)
- Finance Committee: August 31, 2006 (11am-12pm)
- Governing Board: September 6, 2006 (12pm-2pm)

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**San Francisco Health Authority /San Francisco Community
Health Authority Governing Board
Sept 6, 2006
Meeting Minutes**

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Chair: Mitchell Katz, M.D.
Vice-Chair: Linda Bien
Secretary-Treasurer: Reece Fawley

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Members

Present: Linda Bien, Dale Butler, Steve Fields, Sai-Ling Chan-Sew,
Mitch Katz, Tracey Faulkner, Reece Fawley, Gene O' Connell,
Maria Luz Torre, John Unekubo, and Matt Vasquez

Members

Absent: John Gressman, Randall Low, and Jeffery Sterman

Mitch Katz chaired the meeting.

1. **Public Comment on any matters within SFHA/SFCHA**
 - There were no public comments.
2. **Approval of Minutes from June 21, 2006 Meeting**
 - The minutes of the June 21, 2006 meeting were approved as written.
3. **Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)**
 - Maria reported that the Member Advisory Committee met in July and August and for the first time is now a full committee of 25 members. The Board is interested in knowing more about the Committee and suggested that the Member Advisory Committee provide a profile of each of its active members.
 - Tracey reported that the Committee had several guests from Parent Resources to discuss community resources.
4. **Approval of Appointment of Georgia Bratt, Irene Conway, Charles Conway, Anh Lê, Ching Suk Lam, Nancy Wei, Liu Cong Chen, and Meilin Liu (Maria Luz Torre & Tracey Faulkner)**
 - Maria and Tracey spoke on behalf of all the new members.

- The Board unanimously approved the appointments of Georgia Bratt, Irene Conway, Charles Conway, Anh Lê, Ching suk Lam, Nancy Wei, Liu Cong Chen, and Meilin Liu to the Member Advisory Committee.
5. **CEO Report including Strategic Plan Update (Jean Fraser)**
 - See attached
 6. **Review & Approval of Revisions to Employee Handbook (Jean Fraser)**
 - Each year SFHP updates the Employee Handbook. The Plan presented the proposed revisions for 2006/2007 to the Board for approval.
 - After some discussion, the Board unanimously approved the revisions to the Employee Handbook.
 7. **Review & Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)**
 - In accordance with the Plan's Quality Improvement Program, the Board reviewed the minutes of the Quality Improvement Committee meetings, and reviewed member grievances.
 - The Board unanimously approved the Quality Improvement Committee minutes from June 28, 2006 meeting.
 8. **Approval of Allocation of \$554,229 to fund Implementation of eReferral System throughout SFGH (Ellen Kaiser)**
 - SFHP requested that the Board allocate \$554,229 from the SFHP fund balance to the *eReferral Spread Project*. As reported at the last Board meeting, the Plan solicited this proposal from SFGH based after the Board's discussion on appropriate methods to allocate the Plan's fund balance.
 - The proposal addresses the Plan's concerns with long wait times for specialty appointments at SFGH, by proposing to replicate the *eReferral* process, which successfully reduces wait times in SFGH's Gastroenterology Clinic.
 - The Board unanimously approved the proposal to fund the *eReferral* project.
 9. **Update on Health Access Program Planning (Jean Fraser)**
 - Jean reported that on August 7th, Mayor Gavin Newsom signed the HCSO in to law, which makes San Francisco the first city in the county to require employers to meet a minimum health care spending requirement. The legislation sets July 1, 2007 as the start date for both the Health Access Program (HAP) and the employer spending requirements (ESR).
 10. **Year-To-Date Financial Statements (Scott Yturria)**
 - Closed session (see attached)

11. Annual Performance Evaluation of CEO

- Closed session (see attached)



Reece Fawley, Secretary



Here for you

Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday November 1, 2006-12pm-2pm

201 Third Street, 7th Floor
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1. Public Comment on any matters within SFHA/SFCHA purview
2. (D) Year End Financial Audit Results (Moss Adams)
3. (V) Approval of Minutes from September 6, 2006 Meeting
4. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
5. (D) CEO Report including Strategic Plan and HAP Update (Jean Fraser)
6. (V) Review and Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)
7. (V) Review of HEDIS Scores from Calendar Year 2005 (Dori Lange)
8. (V) Results of Access Survey of Provider Sites/Approval of \$18,000 Grant to DREDF to Assist SFHP with PATH Project (Cia Byrnes)

*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

9. (D) Year to Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- Member Advisory Committee: November 3, 2006 (1pm-3pm)
- Quality Improvement Committee: December 6, 2006 (8am-9am)
- Finance Committee: January 3, 2007 (11am-12pm)
- Governing Board: January 3, 2007 (12pm-2pm)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday January 3, 2007 12pm-2pm
201 Third Street, 7th Floor
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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from November 1, 2006 Meeting
3. (V) Governing Board Officer Elections
4. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
5. (D) CEO Report Including Strategic Plan and SF HAP Update (Jean Fraser)
6. (V) Review and Approval of Quality Improvement Committee Actions, including Revised QI/UM Program and Update on Diabetes Care Improvement Efforts (Swati Awsare, M.D.)
7. (D) Review of Fraud and Abuse Prevention Program (Rich Rubinstein)
8. (D) Evaluation of Access Enhancement Fund (Ellen Kaiser)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****
9. (D) Consideration of Contracting Strategy for Medi-Cal and Healthy Families (Jean Fraser)
10. (D) Year to Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|---------------------------|
| • Member Advisory Committee: | January 5, 2007 (1pm-3pm) |
| • Finance Committee: | March 7, 2007 (11am-12pm) |
| • Governing Board: | March 7, 2007 (12pm-2pm) |
| • Quality Improvement Committee: | March 8, 2007 (8am-9am) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
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Governing Board Agenda
Wednesday March 7, 2007 12pm-2pm
201 Third Street, 7th Floor
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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from January 3, 2007 Meeting
3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (D) CEO Report (Jean Fraser)
5. (V) Approval of Revised Investment Policy (Finance Committee)
6. (D) Health Access Program Planning Update, including Unanticipated Expenses (Jean Fraser)
7. (D) Use of SFHP Reserves (Jean Fraser)

*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

8. (D) Year to Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|-------------------------|
| • Quality Improvement Committee: | March 8, 2007 (8am-9am) |
| • Member Advisory Committee: | March 9, 2007 (1pm-3pm) |
| • Finance Committee: | May 2, 2007 (11am-12pm) |
| • Governing Board: | May 2, 2007 (12pm-2pm) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday May 2, 2007 12pm-2pm
201 Third Street, 7th Floor
San Francisco, CA 94103

1:40 p.m. msf
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APR 27 2007

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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from March 7, 2007 Meeting
3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (V) Approval of Member Advisory Committee Goals for 2007 (Maria Luz Torre & Tracey Faulkner)
5. (D) CEO Report (Jean Fraser)
6. (V) Approval of Revised Investment Policy (Finance Committee)
7. (V) Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)
8. (V) Approval of Evaluation of Quality Improvement Program for 2006 and Approval of Quality Improvement Program for 2007 (Dori Lange)
9. **TIME CERTAIN: 1:00 P.M.** Approval of Allocation of \$867,280 to Spread eReferral to more SFGH Clinical Areas (Rafael Gomez)
 - a. (V) Approval of Allocation of \$673,332 to Spread eReferral to Eight Surgical Clinics
 - b. (V) Approval of Allocation of \$193,332 to Spread eReferral to Radiology Department
10. (D) Health Access Program Update (Jean Fraser)

*****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****

11. (D) Year to Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|---------------------------|
| • Member Advisory Committee: | May 4, 2007 (1pm-3pm) |
| • Quality Improvement Committee: | June 14, 2007 (8am-9am) |
| • Finance Committee: | June 20, 2007 (11am-12pm) |
| • Governing Board: | June 20, 2007 (12pm-2pm) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda

Wednesday June 20, 2007 12pm-2pm
201 Third Street, 7th Floor
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12:35 p.m. mst
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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from May 2, 2007 Meeting
3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (D) CEO Report (Jean Fraser)
5. (D) Healthy San Francisco Update (Jean Fraser)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES *****
6. (D) Year-To-Date Financial Statements (Scott Yturria)
7. (V) Approval of Combined Budget for San Francisco Health Authority and San Francisco Community Health Authority Fiscal Year 2007-2008 (Scott Yturria)
- *****OPEN SESSION *****
8. (V) Approval of Year-End Distribution of \$3,000,000 to Providers (Jean Fraser)
9. (V) Approval of 4% Year-End Bonus to SFHP Staff Members (Jean Fraser)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- Member Advisory Committee: August 3, 2007 (1pm-3pm)
- Finance Committee: September 5, 2007 (11am-12pm)
- Governing Board: September 5, 2007 (12pm-2pm)
- Quality Improvement Committee: September 13, 2007 (8am-9am)

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda

Wednesday September 5, 2007 12pm-2pm
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AUG 31 2007

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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from June 20, 2007 Meeting
3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (D) CEO Report (Jean Fraser)
5. (D) HEDIS Scores Report (Dori Lange)
6. (V) Report on eReferral Grant Progress and Approval of Supplemental Grant of \$70,450 for Web-based Access to eReferral
7. (D) Healthy San Francisco Update (Jean Fraser)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****
8. (D) Year-To-Date Financial Statements (Scott Yturria)
- *****CLOSED SESSION FOR PERSONNEL EVALUATION*****
9. (V) Annual Performance Evaluation of CEO

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|------------------------------|
| • Member Advisory Committee: | September 7, 2007 (1pm-3pm) |
| • Quality Improvement Committee: | September 13, 2007 (8am-9am) |
| • Finance Committee: | October 25, 2007 (11am-12pm) |
| • Governing Board. | November 7, 2007 (12pm-2pm) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda

Wednesday November 7, 2007 12pm-2pm
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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Year End Financial Audit Results (Moss Adams)
3. (V) Approval of Minutes from September 5, 2007 Meeting
4. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
5. (D) CEO Report (Jean Fraser)
6. (V) Review and Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)
7. (V) Review and Approval of Revised Employee Handbook (Jean Fraser)
8. (V) Resolution Eliminating the Building Reserve (Jean Fraser)
9. (D) Healthy San Francisco Update (Jean Fraser)

*****CLOSED SESSION FOR DISCUSSION OF PERSONNEL ISSUES*****

10. (D) Update on Search for Next CEO

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|-----------------------------|
| • Member Advisory Committee: | November 9, 2007 (1pm-3pm) |
| • Quality Improvement Committee: | December 13, 2007 (8am-9am) |
| • Finance Committee: | January 9, 2008 (11am-12pm) |
| • Governing Board: | January 9, 2008 (12pm-2pm) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



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Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda

Wednesday January 9, 2008 12pm-2pm
201 Third Street, 7th Floor
San Francisco, CA 94103

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1. Public Comment on any matters within SFHA/SFCHA purview
2. (V) Approval of Minutes from November 7, 2007 Meeting
3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
4. (D) CEO Report (Jean Fraser)
5. (V) Election of Officers for San Francisco Health Authority and San Francisco Community Health Authority (Mitch Katz)
6. (V) Review and Approval of Quality Improvement Committee Actions (Swati Awsare, M.D.)
7. (V) Review and Approval of Quality Improvement and Utilization Management Programs for 2008 (Swati Awsare, M.D.)
8. (V) Review and Approval of Revised Employee Handbook (Jean Fraser)
9. (D) Healthy San Francisco Update (Jean Fraser)

****CLOSED SESSION FOR DISCUSSION WITH COUNSEL RELATING TO POTENTIAL LITIGATION ****

10. (V) Approval of Pursuing Litigation Relating to Manipulation of Average Wholesale Prices for Drugs (Rich Rubinstein, Esq., Owen Clements, Esq.)

*******CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES *******

11. (D) Year-To-Date Financial Statements (Scott Yturria)

*******CLOSED SESSION FOR DISCUSSION OF PERSONNEL ISSUES*******

12. (D) Update on Search for Next CEO (Elaina Genser)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|----------------------------|
| • Member Advisory Committee: | January 11, 2008 (1pm-3pm) |
| • Finance Committee: | March 5, 2008 (11am-12pm) |
| • Governing Board: | March 5, 2008 (12pm-2pm) |
| • Quality Improvement Committee: | March 13, 2008 (8am-9am) |

Public Comment: Members of the public are welcome to address the Governing Board on any item on the public meeting agenda. Please limit your comments to 3 minutes and to the specific subject under discussion. All meetings are wheelchair accessible. When attending these meetings, please accommodate persons with severe allergies, multiple chemical sensitivity and/or related disabilities by not wearing perfume. Please call 615-4235 if you have any questions.



Here for you

Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda

Wednesday, March 5, 2008 12pm-2pm
201 Third Street, 7th Floor
San Francisco, CA 94103

1. Public Comment on any matters within SFHA/SFCHA purview
 2. (V) Approval of Minutes from January 9, 2008 Meeting
 3. (V) Approval of Minutes from January 28, 2008 Meeting
 4. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
 5. (V) Approval of Member Advisory Committee goals for 2008 (Maria Luz Torre & Tracey Faulkner)
 6. (D) CEO Report (Jean Fraser)
 7. (V) Approval of Committee Appointments (Mitch Katz)
 8. (D) Healthy San Francisco Update and Recommendations (Jean Fraser and staff)
 9. TIME CERTAIN – 1:30 P.M. (D) Report on eReferral grants (Ellen Kaiser and grantees)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****
10. (D) Year-To-Date Financial Statements (Scott Yturria)

The San Francisco Health Authority and San Francisco Community Health Authority will meet concurrently.

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

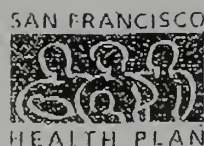
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|----------------------------------|-------------------------------|
| • Member Advisory Committee: | March 7, 2008, 2008 (1pm-3pm) |
| • Quality Improvement Committee: | March 13, 2008 (8am-9am) |
| • Finance Committee: | May 7, 2008 (11am-12pm) |
| • Governing Board: | May 7, 2008 (12pm-2pm) |

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Here for you

Joint Meeting of the San Francisco Health Authority
and the San Francisco Community Health Authority

Governing Board Agenda
Wednesday May 7, 2008 12pm-2pm
201 Third Street, 7th Floor
San Francisco, CA 94103

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1. Public Comment on any matters within SFHA/SFCHA purview
 2. (V) Approval of Minutes from March 5, 2008 Meeting
 3. (D) Member Advisory Committee Report (Maria Luz Torre & Tracey Faulkner)
 4. (D) CEO Report (John Grgurina)
 5. (V) Approval of Quality Improvement Committee Minutes from March 13, 2008 Meeting
 6. (V) Approval of Evaluation of Quality Improvement Program for 2007 (Dori Lange)
 7. (D) Report on Providing Access to Healthcare (PATH) PCP Survey Results (Robyn Thaw & Alison Lum)
- *****CLOSED SESSION FOR DISCUSSION OF MANAGED CARE RATES*****
8. (D) Year to Date Financial Statements (Scott Yturria)

**The San Francisco Health Authority and San Francisco Community Health Authority
will meet concurrently.**

(V) Denotes An Action Item Requiring A Vote (D) Denotes A Discussion Item

Please Note These Up Coming SFHA/SFCHA Meetings:

- | | |
|----------------------------------|---------------------------|
| • Member Advisory Committee: | June 6, 2008 (1pm-3pm) |
| • Quality Improvement Committee: | June 12, 2008 (8am-9am) |
| • Finance Committee: | June 18, 2008 (11am-12pm) |
| • Governing Board: | June 18, 2008 (12pm-2pm) |

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